Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2016-17

Contact:

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Documents published relating to our Equality Scheme can be found at:
www.librariesni.org.uk/AboutUs/OurOrg/Pages/Equality.aspx

Signature:

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 2016 and March 2017
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 2016-17, 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.

- Libraries NI continued to target resources at 15 libraries serving people in the 10% most deprived Super Output areas and Urban Village areas with a view to addressing inequalities and reducing barriers to use through targeted programmes and activities. Specific targets in relation to this work have been incorporated in Service and Branch plans and in individual staff appraisals. Service Plan targets in 2016/17 included focusing on refugees, homeless people, people with Autism and people with Dementia. Action Plans have been implemented for all four target groups during 2016/17 and second year implementation will continue during 2017/18.

- Department for Communities (DfC) funding enabled an enhanced level of programming to be delivered across Northern Ireland during Creativity Month in March 2017. These events contributed to the Together: Building a United Community (T: BUC) strategy and included creative residencies in Storytelling, Animation and Creative Writing. The programme of events for all ages aimed to celebrate cultural diversity and creativity, improve understanding of other traditions and promote tolerance and respect for other cultures.

- Systems were implemented 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. Browsealoud software was piloted in nine libraries to help website browsing with easy speech, reading and translation tools.

- Continued investment in online resources such as eBooks, eMagazines, downloadable audiobooks, encyclopaedias, family history records to make library services and information accessible 24/7.

- Quarterly policy screening reports issued to consultees and published on the Libraries NI website.

- A number of strategic and local partnerships and service level agreements are in place to support and enhance service delivery e.g. Booktrust, SureStart, U3A, Employment Service supporting the provision of Job Clubs in libraries.
Libraries NI is a statutory partner in the Community Planning process and has engaged actively with Councils and other Community Planning partners on the development of community plans.

Libraries NI engages with regional and locally based organisations to promote health and wellbeing. Support and signposting is provided for people with specific needs and general health information is available throughout the library network. Examples include: Health Trusts, Macmillan Cancer Support, Cedar Foundation, Autism NI, Action on Hearing Loss, Macular Society, Alzheimer’s Society, Royal National Institute for the Blind (RNIB), Carers Matter and Linking Generations NI (LGNI).

Libraries NI formally signed up to the Every Customer Counts: Promoting Accessible Services initiative and the Chief Executive of Libraries NI and the Chief Executive of the Equality Commission NI signed the commitment statement on 14 February 2017.

The JAM (Just a Minute) card initiative has been implemented in 30 libraries. The JAM card is a credit card sized information card, used by people with learning disabilities to alert staff in public services that the card-holder needs ‘Just a Minute’ of patience and time when interacting with them.

The Hidden Disabilities initiative has been implemented in 96 libraries, reviewing processes for registering people with disabilities, including hidden disabilities, to improve access to services for customers, reduce barriers to use and improve communication.

Libraries NI was invited to present at the Equality Commission Northern Ireland’s (ECNI) Every Customer Counts: Promoting Accessible Services Seminar in June 2016 to showcase the range of activities that libraries offer with a focus on people with disabilities.

ECNI has provided Equality Screening Training to managers and Equality Awareness training has been rolled out to all staff. A number of specific training courses have been delivered e.g. Storytelling workshops and training, Target Group (Autism, Dementia, Homeless and Refugees) Awareness training, Irish Traveller and Romany Gypsy Awareness training.

An adapted version of the Every Customer Counts Access Audit has been piloted in two libraries, to ensure compliance with good practice and identify possible improvements within financial constraints.
Please provide **examples** of outcomes and/or the impact of **equality action plans/ measures** in 2016-17 (or append the plan with progress/examples identified).

Please see Appendix One: Part A Section 1 Question 2

Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2016-17 reporting period? (tick one box only)

- [ ] Yes
- [ ] No (go to Q.4)
- [ ] Not applicable (go to Q.4)

Please provide any details and examples:

Libraries NI is committed to an inclusive approach to service delivery. Service Plans for 2016-2017 included targets to improve services for people with a disability (including dementia and autism), refugees and people who are homeless.

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:

Libraries NI engaged with the NOW group regarding the JAM card and library staff promote and register people for this initiative. The JAM Card is a credit card sized information card that people with learning disabilities/difficulties can use to alert staff in public services, retail outlets, transport providers that the card-holder needs ‘Just a Minute’ of patience and time when interacting with them.

In February 2017 Libraries NI signed up to the ‘Every Customer Counts’ initiative. The initiative is designed to encourage organisations and businesses across Northern Ireland to consider if they can improve the service they offer to clients and customers with a disability.

The Hidden Disabilities initiative was introduced to review joining procedures for people with disabilities, including hidden disabilities, to improve service delivery, reduce barriers to use and to improve communication.

All staff received awareness training which included input from Autism NI, Alzheimer’s Society, Combatting Homelessness as well as information on Refugees. The purpose of this training was to increase staff’s understanding of the needs of people from these groups or carers and to target library services to their needs.

Browsealoud is assistive software for people with dyslexia, reading difficulties and English as a second language. Browsealoud is currently being piloted in nine libraries, and on the Libraries NI website. Training was given to frontline staff to enable them to support users.
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):

Libraries NI is committed to an inclusive approach to service delivery. Libraries NI continually reviews services to people with disabilities, access to buildings and supports continuous improvement through training programmes. Libraries NI works in partnership with other organisations to maximise effective service delivery.

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 2016-17 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 2016-17 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:

Libraries NI is committed to an inclusive approach to service delivery. Libraries NI continually reviews services to people with disabilities, access to buildings and supports continuous improvement through training programmes. Libraries NI works in partnership with other organisations to ensure effective service delivery.

Service Planning for 2016-2017 included targets to improve services for people with a disability (including dementia and autism), refugees and people who are homeless.

6 In the 2016-17 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
☐ 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 2016-17 report
☐ Not applicable

Please provide any details and examples:

Libraries NI is committed to an inclusive approach to service delivery. Libraries NI continually reviews services to people with disabilities, access to buildings and
supports continuous improvement through training programmes. Libraries NI works in partnership with other organisations to maximise effective service delivery.

Service Planning for 2016-2017 included targets to improve services for people with a disability (including dementia and autism), refugees and people who are homeless.

Equality action plans/measures

7 Within the 2016-17 reporting period, please indicate the number of:

- Actions completed: [ ]
- Actions on-going: [ ]
- Actions to commence: [ ]

Please provide any details and examples (in addition to question 2):

Libraries NI delivers a range of activities, exhibitions, events, programmes and initiatives through a network of 98 libraries. Many of these are delivered through a range of strategic and local partnerships, Memoranda of Understanding and service level agreements.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2016-17 reporting period (points not identified in an appended plan):

Not applicable

9 In reviewing progress on the equality action plan/action measures during the 2016-17 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)
A public consultation on potential cuts to opening hours in 14 libraries was carried out from 17 May 2016 to 17 July 2016 among adults and children. However Libraries NI received additional funding from the Minister in post at that time, which allowed the opening hours to remain unchanged.

11 Please provide any details and examples of good practice in consultation during the 2016-17 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 with local Carers Pathway Steering Group and Carers NI when applying for the Carnegie Engaging Libraries project.

12 In the 2016-17 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (tick all that apply)

- [X] Face to face meetings
- [ ] Focus groups
- [ ] Written documents with the opportunity to comment in writing
- [X] 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:

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2016-17 reporting period? (tick one box only)

- [ ] Yes
- [X] No
- [ ] Not applicable

Please provide any details and examples:
Was the consultation list reviewed during the 2016-17 reporting period? (tick one box only)

☐ Yes  ☒ No  ☐ Not applicable – no commitment to review

The list is amended and updated on an on-going basis.

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

Libraries NI Policy Screening Outcome Reports

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

12

Please provide the number of assessments that were consulted upon during 2016-17:

Policy consultations conducted with screening assessment presented.

Policy consultations conducted with an equality impact assessment (EQIA) presented.

Consultations for an EQIA alone.

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

None

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:

Libraries NI takes into account feedback from consultees

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 2016-17 reporting period? *(tick one box only)*

- [ ] Yes
- [x] No
- [ ] Not applicable

Please provide any details and examples:

**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 2016-17 reporting period? *(tick one box only)*

- [ ] Yes
- [x] No, already taken place
- [ ] No, scheduled to take place at a later date
- [ ] Not applicable

Please provide any details:

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

- [ ] Yes
- [x] No
- [ ] Not applicable

Please provide any details and examples:

22   Please provide any details or examples of where the monitoring of policies, during the 2016-17 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 2016-17, and the extent to which they
met the training objectives in the Equality Scheme.

A range of training activities were planned and delivered during 2016/17, including:

- Equality Screening training for managers facilitated by ECNI (34 staff)
- Calming and Diffusing training to designated frontline staff (64 staff)
- Safeguarding Children and Vulnerable Adults training to 64 new staff
- Designated Officer (Safeguarding Children and Vulnerable Adults) training to 20 managers
- Disability Employment workshop attended by Human Resources staff
- Browsealoud training to 14 staff
- Target Group Awareness (refugees, homeless people, people with Autism and people with Dementia) training to 121 frontline staff
- Storytelling training workshops focusing on the four target groups (refugees, homeless people, people with Autism and people with Dementia) facilitated by Libraries NI Storyteller-in-Residence to 91 frontline staff
- Irish Traveller and Romany Gypsy Awareness training to 28 frontline staff.

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:

- Browsealoud software to assist those with dyslexia, reading difficulties or with English as a second language is available in nine libraries. Training was given to frontline staff to increase their knowledge of the software and to promote its use.
- Irish Traveller and Romany Gypsy Awareness training was provided to staff based in libraries where there is a known local traveller and gypsy presence in the area. The training increased understanding of the issues facing travellers and gypsies and identified ways in which library services could better meet their needs.
- Storytelling workshops were delivered to promote techniques for engaging with those with Alzheimer’s through reminiscence storytelling sessions.
- Target Group Awareness training included input from Autism NI, Alzheimer’s Society, Combatting Homelessness as well as information on Refugees. This training increased staff understanding of the needs of people from these groups and improved awareness of how best to meet their needs.

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

Please list any examples of where monitoring during 2016-17, across all functions, has resulted in action and improvement in relation to access to information and services:

None
Complaints (Model Equality Scheme Chapter 8)

27 How many complaints in relation to the Equality Scheme have been received during 2016-17?

Insert number here: 1

Please provide any details of each complaint raised and outcome:

One complaint received relating to disability discrimination. The matter was satisfactorily resolved.

Section 3: Looking Forward

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

2016/17

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)

Nothing specific

30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2017-18) 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 - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

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

- Fully achieved
- Partially achieved
- Not achieved

*All action measures listed in Libraries NI’s Disability Action Plan April 2014 to March 2017 are on-going. To view examples of progress made against action measures during 2016/17 see Appendix Two.

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:

<table>
<thead>
<tr>
<th>Level</th>
<th>Public Life Action Measures</th>
<th>Outputs i</th>
<th>Outcomes / Impact ii</th>
</tr>
</thead>
<tbody>
<tr>
<td>National v</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional v</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local v</td>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2(b) What **training action measures** were achieved in this reporting period?

<table>
<thead>
<tr>
<th>Training Action Measures</th>
<th>Outputs</th>
<th>Outcome / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Equality Screening training</td>
<td>34 staff trained</td>
<td>The delivery of this training has ensured frontline staff have appropriate awareness, knowledge and skills in the delivery of customer focused services and including those customers with needs specific to Section 75 categories.</td>
</tr>
<tr>
<td>2  Safeguarding Children and Vulnerable Adults training delivered by Children in Northern Ireland.</td>
<td>84 staff received training</td>
<td></td>
</tr>
<tr>
<td>3  Disability Employment workshop</td>
<td>Human Resources staff</td>
<td></td>
</tr>
<tr>
<td>4  Browsealoud training</td>
<td>14 staff trained</td>
<td></td>
</tr>
<tr>
<td>5  Storytelling training workshops facilitated by Libraries NI Storyteller-in-Residence</td>
<td>91 staff trained</td>
<td></td>
</tr>
<tr>
<td>6  Irish Traveller and Romany Gypsy Awareness training</td>
<td>28 staff trained</td>
<td></td>
</tr>
<tr>
<td>7  Target Group Awareness (refugees, homeless people, people with Autism and people with Dementia)</td>
<td>121 staff trained</td>
<td></td>
</tr>
</tbody>
</table>
2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

<table>
<thead>
<tr>
<th>Communications Action Measures</th>
<th>Outputs</th>
<th>Outcome / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 A strapline stating information is available in other formats.</td>
<td>Strapline incorporated in website and graphic poster design.</td>
<td>Improving and extending access to information generally and information regarding library services, in particular to those customers with needs specific to Section 75 categories.</td>
</tr>
<tr>
<td>2 Significant growth in the use of social media as a means of promoting services.</td>
<td>Social media activity increased by 37.9%.</td>
<td></td>
</tr>
<tr>
<td>3 Adaptive software on public computer terminals e.g. Jaws and Zoom Text.</td>
<td>Available in all 98 libraries.</td>
<td></td>
</tr>
<tr>
<td>4 Text Relay and Minicom service available in all libraries to improve and promote accessibility of services for people with speech impairment or hearing loss.</td>
<td>Available in all 98 libraries.</td>
<td></td>
</tr>
<tr>
<td>5 Browsealoud pilot</td>
<td>Piloted in nine libraries.</td>
<td>Improved access to reading, translation and using the Internet for those with dyslexia, reading difficulties or with English as a second language.</td>
</tr>
</tbody>
</table>

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 One: Part A Section 1 Question 2. |  

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

<table>
<thead>
<tr>
<th>Action Measures fully implemented (other than Training and specific public life measures)</th>
<th>Outputs</th>
<th>Outcomes / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*All action measures listed in Libraries NI's Disability Action Plan April 2014 to March 2017 are on-going. To view examples of progress made against action measures during 2016/17 see Appendix Two.

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

<table>
<thead>
<tr>
<th>Action Measures partly achieved</th>
<th>Milestones / Outputs</th>
<th>Outcomes/Impacts</th>
<th>Reasons not fully achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*All action measures listed in Libraries NI's Disability Action Plan April 2014 to March 2017 are on-going. To view examples of progress made against action measures during 2016/17 see Appendix Two.

4. Please outline what action measures **have not been achieved** and the reasons why.
All action measures listed in Libraries NI’s Disability Action Plan April 2014 to March 2017 are on-going. To view examples of progress made against action measures during 2016/17 see Appendix Two.

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 feedback is monitored on an on-going basis.

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:

<table>
<thead>
<tr>
<th>Revised/Additional Action Measures</th>
<th>Performance Indicator</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

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

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