Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2015-16

Contact:

- Section 75 of the NI Act 1998 and Equality Scheme
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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 2015 and March 2016
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 2015-16, 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 continued during 2015/16 from 18 May to 13 June 2015 with further local public consultation to develop patterns of Library opening hours which meet customer need and are sustainable. New opening hours came into effect from 1 November 2015

- to address the Department of Culture, Arts and Leisure’s (DCAL) key priority “Promoting equality and tackling poverty and social exclusion” (PETPSE) Libraries NI has continued to release a number of experienced front-line staff from their substantive posts to undertake outreach work in areas of social deprivation and to work on community engagement. We have continued to target resources at 12 libraries which serve people in the 10% most deprived Super Output areas with a view to addressing inequalities and reducing barriers to use through targeted programmes and activities. In addition all other libraries delivered at least two activities which targeted a local area or group at risk of social exclusion. Specific targets in relation to this work have been incorporated in Service and Branch plans and in individual staff appraisals

- additional funding from the Strategic Investment Board enabled an enhanced level of programming to be delivered during Creativity Month in March 2016 to libraries in Greater Belfast and Derry which serve Urban Villages. These events contributed to the Together: Building a United Community strategy and included Irish storytelling, Irish traditional music and talks on Irish culture, Fab Lab demonstrations, author talks and workshops, puppet-making and a range of Heritage events

- 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

- free access to 1,267 public computers and 64 iMacs was provided
- continued investment in online resources such as eBooks, eMagazines, 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 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. Partnership working with the Department of Agriculture and Rural Development (DARD) resulted in funding to provide Health in Mind activities in rural areas
- Libraries NI is a statutory partner in the Community Planning process and has engaged actively with each new Council and other Community Planning partners to identify long term objectives for their respective areas and to develop a collaborative approach to issues for the benefit of people and communities
- 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, Macmillan Cancer Support, Cedar Foundation, National Autistic Society, Action on Hearing Loss, Macular Society, Alzheimer’s Society, Royal National Institute for the Blind (RNIB), Carers Matter, Suicide Awareness, Citizens Advice Bureau
- Libraries NI was invited to contribute to research on a project on Ethnic Minority Communities, Museums, Libraries and Galleries. The research was conducted by a lecturer in Sociology at Ulster University. Library staff attended an event entitled ‘Inclusion Belonging and Diversity: Ethnic Minority Participation and the Cultural Sector’ which provided useful networking opportunities and increased awareness of barriers to accessing public services
- Libraries NI Hidden Disabilities initiative was established to carry out a review of Libraries NI processes for registering people with disabilities, including hidden disabilities, to improve service delivery, reduce barriers to use and improve communication.
PART A

2 Please provide examples of outcomes and/or the impact of equality action plans/measures in 2015-16 (or append the plan with progress/examples identified).

Please see APPENDIX 1: Part A Section 1 Question 2

3 Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2015-16 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. For example during 2015/16:

- staff received training to develop appropriate skills: Dementia Awareness; Vision Awareness; Alzheimer’s Awareness; Skills for Seeing Macular Awareness.

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:

Not applicable

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):
PART A

☑ Other (please specify and give details):

Libraries NI is committed to an inclusive approach to service delivery. Partnerships are developed to maximise the effectiveness of services and support continuous improvement, for example Macular Society, Royal National Institute for the Blind, Action on Hearing Loss.

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 2015-16 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 2015-16 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 2015-16 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 2015-16 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 2015-16 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 Core and Regular activities, exhibitions, events, programmes and initiatives through a network of 98 libraries throughout the year. Many of these are delivered through a range of strategic and local partnerships and service level agreements.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2015-16 reporting period (points not identified in an appended plan):

Not applicable
In reviewing progress on the equality action plan/action measures during the 2015-16 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)**

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

Please provide any **details and examples of good practice** in consultation during the 2015-16 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:

As a result of the screening ‘in’ of the Opening Hours Policy and Proposal Libraries NI carried out:

- an EQIA
- a Rural Impact Assessment
- a public consultation on library opening hours
- consultation at a local level to determine when customers would wish to use their local library.

In the 2015-16 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:

The Opening Hours Policy and Proposals consultation questionnaire included questions designed to seek the views of respondents on equality impacts. In total, 3484 adults and 317 children completed questionnaires. 16% of adult respondents believe the draft opening hours policy would have an effect on them in terms of at least one Section 75 equality category. Of these 46% said they would be affected because they have dependants, 36% because of their age and 23% because they have a disability. 12% said they would be affected due to religious belief, 10% because of political opinion, 5% because of marital status, 5% because of racial group and 4% because of sexual orientation.

Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2015-16 reporting period? (tick one box only)

☐ Yes ☒ No ☐ Not applicable

Please provide any details and examples:

Was the consultation list reviewed during the 2015-16 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):
16 Please provide the **number of assessments** that were consulted upon during 2015-16:

- Policy consultations conducted with **screening** assessment presented.
- Policy consultations conducted **with an equality impact assessment** (EQIA) presented.
- Consultations for an **EQIA** 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:

Consultation on a draft Opening Hours Policy and Proposals was carried out from 18 February to 17 April 2015. Subsequently library customers were consulted, from 18 May to 13 June 2015*, at a local level to determine when they would wish to use their local library.

*Customers of Keady Library were consulted with during July 2015.

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

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No concerns were raised</th>
<th>☒ No</th>
<th>☐ Not applicable</th>
</tr>
</thead>
</table>

Please provide any details and examples:

**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 2015-16 reporting period? *(tick one box only)*

<table>
<thead>
<tr>
<th>☒ Yes</th>
<th>☐ No</th>
<th>☐ Not applicable</th>
</tr>
</thead>
</table>

Please provide any details and examples:

Examples of EQIAs that were undertaken in 2015/16 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 2015-16 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 2015-16 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 2015-16, and the extent to which they met the training objectives in the Equality Scheme.

A range of training activities was planned and delivered during 2015/16, including:

- Goods, Facilities, Services: An Overview of Equality Law and How it Applies to the Library Service (NI) training delivered to 50 middle and senior managers
- Safeguarding Children and Vulnerable Adults training, delivered to 785 staff
- Managing Customer Service training delivered to 60 Branch Library Managers
- Calming and Defusing training, delivered to 30 designated frontline staff
As an employer Libraries NI complies with its equality obligations under the anti-discrimination legislation and its Equal Opportunities Policy applies to all who work for it or who apply for work. Training delivered to support these obligations in 2015/16 included updating staff with regard to Shared Parental Leave and Flexible Working.

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:

- Delivery of Goods, Facilities, Services: An Overview of Equality Law and How it Applies to the Library Service (NI)
- Safeguarding Children and Vulnerable Adults Awareness training
- Skills for Seeing Macular training
- Dementia Awareness.

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

26 Please list any examples of where monitoring during 2015-16, 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 2015-16?

Insert number here: 0

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:

2016/17

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)

No

30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2016-17) 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
- [X] 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 2015/16 see APPENDIX 2.

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</th>
<th>Outcomes / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>National</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local</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 Goods, Facilities, Services: An Overview of Equality Law and How it Applies to the Library Service (NI) training delivered by Equality Commission staff.</td>
<td>50 senior and middle managers trained.</td>
<td>The delivery of this training has ensured that frontline staff have appropriate awareness, knowledge and skills in the delivery of customer focussed services and including those customers with needs specific to Section 75 categories e.g. people with a disability.</td>
</tr>
<tr>
<td>2 Safeguarding Children and Vulnerable Adults training delivered by Children in Northern Ireland.</td>
<td>785 staff received training.</td>
<td></td>
</tr>
<tr>
<td>3 Alzheimer’s Awareness training delivered by Alzheimer’s Society to designated staff.</td>
<td>Eight staff trained.</td>
<td></td>
</tr>
<tr>
<td>4 Vision Awareness training delivered by RNIB.</td>
<td>Seven staff trained.</td>
<td></td>
</tr>
<tr>
<td>5 Skills for Seeing training delivered by Macular Society.</td>
<td>Three members of staff trained and designated as Macular Champions.</td>
<td></td>
</tr>
<tr>
<td>6 Training to recognise, help and support people with dementia delivered by Derry Engaging and Empowering Dementia.</td>
<td>20 staff from the Derry cluster of libraries 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 was introduced.</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 e.g. people with a disability.</td>
</tr>
<tr>
<td>2 Significant growth in the use of social media as a means of promoting services.</td>
<td>Social media presence increased by 59.6%.</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. 125 participants in the RNIB Online Today project.</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>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Encourage others Action Measures</th>
<th>Outputs</th>
<th>Outcome / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Libraries NI is committed to promoting positive attitudes and implements an inclusive approach to service provision.</td>
<td>Please see examples listed in APPENDIX 1: Part A Section 1 Question 2.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 2015/16 see APPENDIX 2.

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

<table>
<thead>
<tr>
<th>Action Measures partly achieved</th>
<th>Milestonesvi / 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>
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<tr>
<td>2</td>
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<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 2015/16 see APPENDIX 2.
4. Please outline what action measures **have not been achieved** and the reasons why.

<table>
<thead>
<tr>
<th>Action Measures not met</th>
<th>Reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</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 2015/16 see APPENDIX 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.

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

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i 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.

ii 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.

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

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

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

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