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The Network Newsletter: tackling social exclusion in libraries, museums, archives and galleries

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The Network's Website is at www.seapn.org.uk and includes information on courses, good practice, specific socially excluded groups, as well as the newsletter archive.

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Did you see ...?

CILIP Update

Apologies for missing three previous issues¹ of this.

In the December 2012 issue, there is an interesting article by Liz Brewster, “More benefit from a well-stocked library than a well-stocked pharmacy”, which investigates bibliotherapy schemes that are helping people manage their mental health and wellbeing [pp38-41].

There were two particularly interesting articles in the January issue:

- Rob Green, Richard Bareham and Linda Foster “The glue that binds a community”, looking at the impact that the new Southwark Library at Canada Water is having [pp29-30]
- Rob Green “The historical context: holocaust and genocide”, looks into the roots of the Wiener Library, and how it came to become one of the foremost collections of Nazi propaganda and Holocaust-related material” [pp40-41].

In the March 2013 issue, there is a couple of interesting articles:

- Marianne Bamkin “Spreading a love for books: children’s mobile library services” [pp39-41]
 - Robert Nurden “Lifeline to literacy in Ethiopia”, which reports on a movable book-box scheme in Ethiopia [pp42-43]
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The July issue² included an interesting article:

- Audrey Marshall, Laura Chrysostomou and Abi Luthmann “Walking on air’: an approach to training public library staff”, which looks at the partnership between the University of Brighton and East Sussex Library and Information Service to “deliver a bespoke programme to develop the skills of non-professional staff” [pp40-41].

¹ CILIP *Update* December 2012, January 2013 and March 2013. For further information, see: <http://www.cilip.org.uk/cilip/membership/membership-benefits/monthly-magazine-journals-and-ebulletins/cilip-update-magazine>.

² CILIP *Update*, July 2013. Available to CILIP members via the archive, <http://www.cilip.org.uk/publications/update-magazine/update-digital/pages/digital.aspx>.

ARC Magazine

The September (“Science and Archives Special”) issue³ has a number of interesting articles, including:

- Liz Rees “Destination Tyneside”, a brief look at a new permanent exhibition at the Discovery Museum in Newcastle, which “tells the story of migration to Tyneside from the mid nineteenth century ...” [pp36-37].

Adults Learning

The Summer 2013 issue⁴ reassess the role of further and higher education (and lifelong learning) in the light of the Spending Review.

Of particular interest is an article by John Field, “Adult education as a social movement: inspiring change or fading dream?”, in which he looks at whether adult education can still have a social purpose in 2013. He argues that the ground has shifted but concludes positively that:

“... there are newer movements to which those concerned with adult learning have a lot to offer, and which in turn have a lot to offer our field.” [pp34-35]

Equality Act 2010

Review of the Public Sector Equality Duty: Report of the Independent Steering Group

The report of the Steering Group has just been published⁵.

“This review arose from the government’s Red Tape Challenge and was established to examine whether the Public Sector Equality Duty (PSED) is operating as intended.” [p8]

The report includes a handy summary of the background to the PSED:

³ *ARC Magazine*, 289, September 2013. Further information at: <http://www.archives.org.uk/publications/arc-magazine.html>.

⁴ *Adults Learning*, 24 (4), Summer 2013. The article is available to download as a pdf (65.75 kb) from: <http://www.niace.org.uk/sites/default/files/documents/adults-learning/AL-Summer-2013-Vol24-Final-LR-pg34-35.pdf>.

⁵ *Review of the Public Sector Equality Duty: Report of the Independent Steering Group*. Government Equalities Office, 2013. Available to download as a pdf (696.87 kb) from: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/237194/Review_of_the_Public_Sector_Equality_Duty_by_the_Independent_Steering_Group.pdf.

3. The first public sector equality duty related to race and was introduced in 2001 in response to the Stephen Lawrence Inquiry Report. Since then, duties on disability (2006) and gender (2007) have followed, and more recently via the Equality Act 2010, a single Duty was introduced encompassing all of the characteristics protected under the Act.

4. The PSED consists of a general duty, with three main aims (set out in section 149 of the Equality Act 2010). The general duty applies equally across Great Britain and commenced in April 2011. It requires public bodies to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people from different groups; and
- Foster good relations between people from different groups.

5. The general duty is underpinned by a number of specific duties, set out in secondary legislation to accompany the Equality Act 2010, which provide a framework to help public bodies meet the general duty. Most public bodies subject to the general duty are also subject to the specific duties. The specific duties commenced in England in September 2011 and require public bodies:

- To set and publish equality objectives, at least every four years; and
- Publish information to show their compliance with the Equality Duty, at least annually. The information published must include information relating to employees (for public bodies with 150 or more employees) and information relating to people who are affected by the public body's policies and practices.

6. The Devolved Administrations are subject to the same general duty but have their own specific duties, determined by the Scottish and Welsh Governments." [pp8-9]

The Review assessed the evidence it received, and has concluded that:

"15. The Steering Group believes it is too early to make a final judgement about the impact of the PSED, as it was only introduced in April 2011 and evidence, particularly in relation to associated costs and benefits, is inconclusive. While the Steering Group has found broad support for the principles behind the Duty, the review has found the main challenges lie in its implementation, which varies considerably across the public sector.

16. The nature of a 'due regard' Duty is that it is open to interpretation by public bodies. What amounts to 'due regard' depends on particular circumstances and only a court can confirm that a public body has had due regard in a particular case. This uncertainty has on many occasions led to public bodies adopting an overly risk averse approach to managing legal risk in order to rule out every conceivable possibility. This has been a recurring theme throughout the review." [p11]

It is critical of the advice offered by the EHRC, and, in its recommendations, suggests that the EHRC "... the EHRC should produce shorter, more bespoke guidance clearly setting out what is necessary for compliance" [p15].

It also recommends that:

- "Public bodies should not collect diversity data unless it is necessary for them to do so ..." [p16]
- "Public bodies must ensure they adopt a proportionate approach to compliance and not seek to "gold plate". Public bodies should seek to benchmark their processes for compliance with the PSED with their peers, with a view to reducing unnecessary paperwork." [p16]

Finally:

"It is too early to make a final judgement about the impact of the PSED. Government should consider conducting a formal evaluation of the Duty in three years' time. This would enable the PSED to embed more thoroughly and should consider whether the Duty is an effective means of achieving the goal of sensitising public bodies to equality issues and what alternatives there might be. This work could also be informed by the EHRC's medium-term work on how the PSED and the more prescriptive specific duties operate in Scotland and Wales." [pp16-17]

This is an important re-setting of the role of the PSED – and what public bodies need to undertake to meet it.⁶

Tackling social exclusion – Libraries, Museums, Archives and Cultural and Heritage Organisations

Evaluation of the Archive Pace Setter Scheme 2009-2013

"The APS was a new medium-term strategic development support programme for the UK archive sector which ran from April 2009 to March 2013 and was originally conceived by the National Council on Archives. The driver behind the APS was an understanding that previously beneficial organisational development programmes, delivered primarily by the former Museums, Libraries and Archives Council (MLA) were not being funded beyond 2009 and that there needed to be a response by the main sectoral bodies responsible for the archive sector. This response acknowledged the constrained funding environment and yet sought to devise an effective means of recognising nationally best practice taking place in innovation and risk taking across the broad spectrum of archive service, through a simple application and assessment process. The scheme resulted in 19 projects gaining APS status, which are evaluated in this report." [p3]

⁶ Source: email from Robin Richardson, Insted, <http://www.insted.co.uk/>.

The evaluation report⁷ of the Scheme has just been published, together with a list of the 19 projects⁸ that were awarded Pace Setter status. Obviously the scope of work undertaken by the projects was very wide, but there was also some concentration on social justice issues:

“The APS projects delivered a whole range of new and different ways for non-users to have contact with, learn from, enjoy and develop skills with archives through volunteering.

The range of ‘non-traditional’ audiences, i.e. those that are different from the average profile of archive readers, was impressive and covered:

- Pre school age children
- Unemployed people with no previous contact with archives
- Residents of a care home
- Higher education students with no previous contact with archives
- Young people with disabilities learning about their own schools history” [p12]

The report includes a lot of interesting detailed information about the work involved in the nineteen projects, and the overall message is highly positive:

- “That the successes of the APS (in full) should be celebrated now that the scheme itself has closed and has been independently evaluated;
- That the leading edge work which the APS identified is effectively promoted to the sector to support the spread of best practice more widely and;
- That the archive sector finds a mechanism for rewarding and recognising innovation and risk as distinct from accrediting achievement of standards.” [p5]

Of particular interest amongst the projects are:

- “Introducing early years children to archives” (Berwick-on-Tweed Record Office)⁹
- “Treloar 100+” (Hampshire Archives and Local Studies), which “aimed to engage disabled students studying at Treloar's College for the first time with the archive collection from their school (dating from 1907 when the institution began as the pioneering Lord Mayor Treloar Hospital)”¹⁰

⁷ Katie Norgrove and Sophia Mirchandani. *Evaluation of the Archive Pace Setter Scheme 2009-2013*. Archives and Records Association, 2013. Available to download as a pdf (615.80 kb) from:

<http://www.archives.org.uk/images/documents/PSQG/archive%20pace%20setter%20scheme%20evaluation%20summer%202013.pdf>.

⁸ See: <http://www.archives.org.uk/campaigns/aps-pace-setters.html>.

⁹ See: http://www.archives.org.uk/images/documents/APS_Case_Study_Berwick.pdf.

¹⁰ See:

<http://www.archives.org.uk/images/documents/archive%20pace%20setters%20case%20study%20hampshire%20record%20office.pdf>.

- “West Yorkshire: Our Stories” (West Yorkshire Archive Service), which led to the setting up of the successful “Nowthen” website¹¹

Tackling social exclusion – Government, Government Agencies and Local Government

Equality Exchange ...

The British Council has recently published this important collection of essays¹² which:

“... is part of the newly established British Council project Equality Exchange: a forum for ideas, inspiration and skills that relate to how public services can contribute to fairer, more inclusive, more equal societies.

Equality Exchange has been established in response to forces that are changing our societies in a myriad of ways, but often in the wrong direction when it comes to equality and equity. Factors such as severe financial cuts and rapid diversification of communities are driving the demand for new responses from services that are meant to be there to ensure everyone is treated fairly and in ways that give equal access and opportunities to all, but which too often are a source of frustration and bestow a sense of exclusion. In addition, the consequences of youth unemployment across the whole of Europe risk disengaging an entire generation of young people. These factors all contribute to a new backdrop upon which our lives unfold.

Evidence shows that public services are failing on a large scale when it comes to closing the gap between socioeconomic groups and in addressing the resulting tensions.” [p ii]

It includes five essays:

- Neil McInroy “Equality and equity through progressive public-sector spending”, which highlights that there is significant scope to address equality and equity, by finding innovative ways in which public goods and services can be purchased
- David Boyle “Equality, equity and choice”, which “suggests that broadening the scope of choice – so that it emphasises flexibility rather than just competition between providers – might make choice more widely accepted, might increase the equality between service users, and might open the way to cost reductions too.” [p2]
- Henry Kippin “Public services and equality: why it matters, and why we need a new approach” – please see below

¹¹ See: <http://nowthen.org/>.

¹² *Equality exchange: perspectives from the UK on equality, equity and public services.* British Council, 2013. Available to download as a pdf (699.36 kb) from: http://www.britishcouncil.org/dk_d160_equality_think_pieces_v3.pdf.

- Joe Penny “Public services and (in)equality in an age of austerity”, which “argues that if we are to achieve Beveridge’s vision of promoting greater equality through public services we need to consider equality of, inside and outside public services. In particular, it asserts that by moving towards a more preventive and co-produced agenda of service design and delivery we can begin to shift towards more effective, sustainable and fair services that work for people now and in the future.” [p2]
- John Craig “Reducing health inequalities – the challenge of public health”, which argues that “Public-health inequalities in the UK are rising, despite medical advances. People from poorer neighbourhoods are far more likely to smoke, eat unhealthy foods, drink too much alcohol and are less likely to exercise. They die earlier than their richer peers and have access to a poorer quality of life. The NHS has done little to reverse this trend, despite serious investment in public-health campaigns such as Change4Life: it excels at medical solutions but struggles to tackle the social determinants of health, and in the UK, the current fiscal crisis makes it even more of a challenge. But it’s not all doom and gloom: in pockets all over the globe there are health innovators addressing these challenges, delivering better health outcomes at significantly lower cost by fostering and harnessing community capacity – what we call co-production.” [p2]

The essay by Henry Kippin has also been summarised in *NewStart*¹³ – the fundamental principles he suggests are:

1. **Re-think the evidence base.** We need a better understanding of what drives inequality, and how public, private and social capital can be mobilised to combat it.
2. **Get beyond the services.** We need to look beyond the traditional service lens and understand the role public agencies can play in promoting equality through making an impact on the cost and quality of living.
3. **Co-produce with the community.** We need collaborative models of public service designed and delivered in partnership with communities – building on their assets and capabilities, and holding government and public agencies to account for mutually agreed outcomes.
4. **Put the social back in.** A raft of recent research reminds us that we are social animals and that ‘society is good for your health’.
5. **Link the public service reform and growth agendas.** Underpinning all of this is the need for a much closer relationship between public services and economic growth. We cannot pretend that the goals of social and economic equality can be fostered by public services without a concurrent shift in the responsibility and social role of citizens, civil society and the private sector. A new approach must actively explore the collaborative role these sectors can play to improve labour market conditions and reduce downstream demand for public resources. This means addressing in-work poverty, labour market isolation, and

¹³ See: <http://newstartmag.co.uk/features/equality-and-public-services-five-principles-for-a-new-approach/>.

unlocking the socially and economically productive capacity of communities.¹⁴

A good think-piece.

Tackling social exclusion – Other Agencies

Gay in Britain: lesbian, gay and bisexual people's experiences and expectations of discrimination

This important new research¹⁵ has just been published by Stonewall, based on a poll by YouGov, which:

“... shows that public services and politicians are still failing to address gay people's fear of discrimination. Almost half of the 2,000 gay people surveyed expect to be treated less fairly than a heterosexual when applying to adopt a child. Seventy per cent expect barriers to becoming a school governor and 61 per cent believe the child of gay parents would be bullied in primary school.” [taken from email from Stonewall]

The report analyses the responses under the following headings:

- Schools and families
- Adoption and fostering
- Politics
- Equal legal treatment
- Police and the criminal justice system
- Social care, housing and health
- Local engagement
- Sport
- Media
- Work.

It is clear that LGB people do face discrimination (or expect discrimination) – or are ignored – in major areas of their lives; for example:

- Three quarters (76 per cent) of gay people believe that lesbian, gay and bisexual politicians are subject to greater scrutiny, including by the media, compared to heterosexual politicians.
- Nine in ten (88 per cent) lesbian, gay and bisexual people have never been asked by their local service providers about their views on those services.

¹⁴ Taken from: <http://newstartmag.co.uk/features/equality-and-public-services-five-principles-for-a-new-approach/>.

¹⁵ April Guasp. *Gay in Britain: lesbian, gay and bisexual people's experiences and expectations of discrimination*. Stonewall, 2013. Available to download as a pdf (1220 kb) from: http://www.stonewall.org.uk/documents/gay_in_britain.pdf?dm_i=FBX,1T9L8,21Z939,6HERV,1.

- Two in three (67 per cent) lesbian, gay and bisexual people say if asked, they would offer their views and experiences to local service providers such as a council, police force, school or health trust.
- A quarter (26 per cent) of lesbian, gay and bisexual workers are not at all open to colleagues about their sexual orientation. [taken from pp2-3]

The report concludes with a number of recommendations, for example in relation to engagement:

- Service providers should collect equality monitoring information of service users, including on sexual orientation. Service providers should make clear that the information is being gathered in order to improve services and should publicise any action taken following analysis of the data.
- Service providers should cultivate relationships with lesbian, gay and bisexual community groups in their local area so that the views of local gay people can be fed into the development of services.
- Service providers should encourage local lesbian, gay and bisexual people to participate in public consultations, including by publicising them in gay venues.” [p22]

Recommended.

Health & Wellbeing issues – Libraries, Museums, Archives and Cultural and Heritage Organisations

Bibliotherapy – launch of a video about the work in Kirklees

Julie Walker from Kirklees Libraries and Information Centres has sent the following press release:

“Bibliotherapy is the use of fiction and poetry to support and increase positive outcomes for people with mental health and well being issues.

Interest in bibliotherapy is growing as many organisations realise the positive impact it can have on people’s lives. Here in Kirklees Libraries and Information Centres, we have every reason to believe that we were the first to begin working in this field in Britain in 2000. Our model of bibliotherapy helps to reduce inequalities and discrimination through actively encouraging and promoting inclusion, providing the opportunity for participants to join other creative and community groups. It also helps participants to increase their coping skills and skills base, build resilience and develop a sense of self sufficiency.

We work in partnership with our local health providers, charities and social care organisations, delivering sessions in settings such as acute psychiatric admission wards, dementia care wards, day centres, dementia cafes, rehabilitation centres, stroke association meetings, alcohol and drug addiction centres and care homes.

This year we were runners-up in the CILIP Libraries Change Lives Awards and recently hosted a visit from 25 Swedish Librarians. As leaders in this field we have developed diverse methods of working and would like to share that expertise to enable others to be able to deliver this service in their own settings.

We have trained staff from health, social care, other library authorities, charities and community organisations and also deliver sessions to mental health degree nurses at Huddersfield University. We have developed many 'tools' of engagement that can be used with people in an acute stage of illness as well as in the recovery stage and beyond. We offer training for anyone who is interested in developing bibliotherapy practice to use in their own work.

You can view a video about the work we do on:

<http://vimeo.com/wellintowords>.

Please feel free to share this video with people you think may be interested although we do ask that no footage is uploaded onto YouTube, Facebook or similar social networking sites due to the fact that *some* (not all) of the people featured in the film are vulnerable.”¹⁶

Health & Wellbeing issues – Government, Government Agencies and Local Government

The restructure of the NHS

Just in case you haven't completely caught up with the changes to health provision, the Royal Devon & Exeter NHS Foundation Trust has produced a helpful brief guide in its latest newsletter¹⁷.

Clinical Commissioning Groups [CCGs]:

“Under the new structure, primary care trusts no longer exist. They have been replaced with CCGs, who are expected to work in partnership with health and social care providers in their area ...

CCGs commission hospital services but do not commission GP services, dental services, pharmacies or some aspects of optical services, military and prison health. Instead, these are now the responsibility of the NHS England area team for Devon, Cornwall and Isles of Scilly.

Many of the public health responsibilities previously undertaken by primary care trusts are now the responsibility of local authorities.” [p4]

¹⁶ Further information from: Julie Walker, juliei.walker@kirklees.gov.uk.

¹⁷ *RD & Express*, Summer 2013. Available to download as a pdf (1050 kb) from: <http://www.rdehospital.nhs.uk/docs/trust/ft/newsletters/RDE%20Express%20Summer%202013%20Single%20pages.pdf>.

Healthwatch:

“Healthwatch is the new independent consumer champion created to gather and represent the views of the public. Healthwatch has a role to play at both national and local level in making sure that the views of the public and people who use health services are taken into account.

Healthwatch Devon replaces the Devon Local Involvement Network (LINK Devon) and also:

- represents the views of service users, carers and the public on the Health and Wellbeing boards set up by local authorities
- provides a complaints advocacy service to support people who make a complaint about services
- reports concerns about the quality of health care to Healthwatch England, which can then recommend that the Care Quality Commission takes action.” [pp4-5]

Health and Wellbeing Boards:

“Local authorities are now running Health and Wellbeing Boards. These offer a forum for local leaders from the NHS, public health, adult social care and children services, elected representatives and Healthwatch, to plan how best to meet the needs of their local population and tackle health inequalities.” [p5]

Abbreviations and acronyms

CILIP = Chartered Institute of Library and Information Professionals

EHRC = Equality and Human Rights Commission

LGB = lesbian, gay and bisexual

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