

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 ...?

Library + Information Gazette

The issue for 4-17 April 2008 includes an article by Carole Wolstenholme on reaching carers¹, and has a very useful “12 Top Tips for starting a library and information service for carers”.

Museums Journal

The April 2008 issue includes an interesting article² about the “Rethinking Disability Representation” initiative which is encouraging curators to explore disability in ways that challenge stereotypes.

2008 CILIP / LiS Libraries Change Lives Award

Just in case you haven't seen this, the winner of the 2008 award is the **Bradford Care Trust / Libraries Partnership Project** which aims to integrate services users with learning disabilities into the community, using the Central Library as a focus for a range of activities. Rooms in the library were adapted for use by the Care Trust, one as a classroom and one as “Changing Places,” changing and feeding facility for people with severe disabilities (the only one

¹ Carole Wolstenholme “Reaching carers through your collections”, *Library + Information Gazette* [CILIP], 4-17 April 2008, p14.

² Julie Nightingale “What are you looking at?”, *Museums Journal* April 2008, pp32-33, 35. The article is available to members of the Museums Association to download from: http://www.museumsassociation.org/mj&_IXPOS_mahead3. There is further information about the “Rethinking Disability Representation” initiative at: <http://www.le.ac.uk/ms/research/pub1129.html>.

in the city centre). This work was also supported by the Learning Disabilities Partnership Board and Bradford Council's DDA fund. Service users also make extensive use of the library "Learning Zone" and café area where they socialise with other library users. Regular visits have ensured that they feel comfortable and have gradually improved their IT skills enabling them to access e-government services and more importantly to be more fully integrated into the community.³

The runners-up were:

- **Nunny TV** – North East Lincolnshire Library Service: a local community TV scheme to provide training, equipment for media projects⁴
- **Time2Give** – Kent Libraries & Archives: Community and Cultural Services: a local volunteer scheme which supports the work of library staff giving additional and enriched services to customers in a wider community⁵.

National Year of Reading

May's monthly theme – Mind & Body

Don't forget the links between reading and health as part of next month's theme – see the NYR website⁶ for further information.

"Reading Places"

The NYR "Reading Places" map⁷ is also up-and-running – see what's being organised in your area, or add your own events to the what's on listings.

Adults Learning

The March issue focuses on the NYR, and has a particularly interesting article, "We teach being with books"⁸, about the 'Get into Reading' scheme⁹.

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

³ Taken from:

<http://www.cilip.org.uk/aboutcilip/newsandpressreleases/news080423.htm>.

⁴ See: <http://www.nunny.tv/>.

⁵ See: <http://www.kent.gov.uk/leisure-and-culture/libraries/joining-a-library/volunteering-libraries.htm>.

⁶ See: <http://www.yearofreading.org.uk/index.php?id=may>.

⁷ See: <http://www.yearofreading.org.uk/index.php?id=whatson>.

⁸ Paul Stanistreet "We teach being with books", *Adults Learning*, 19 (7) March 2008, pp14-17.

⁹ See: <http://www.getintoreading.org/>.

The Archives Landmark Award 2008

The piece about the Awards in last month's newsletter¹⁰ unfortunately did not include the full list of winners – apologies!¹¹

These are:

- **“Daily Life in a Surrey Asylum”** – Surrey Local History Centre and Woking MIND
This project was judged to be of special distinction.
- **“Africa, The Story of a runaway Slave Boy”** – London Borough of Lambeth Archives Dept., St Jude's CE Primary School, Herne Hill and Lambeth Parks and Open Spaces
This project was judged to be of special distinction.
- **“Last Post: Remembering the First World War”** – The British Postal Museum and Archive
- **“A Miller's tale: Football, Community and Remembrance in the Great War”** – Westminster Archives
- **“In This Our lives: The Reunion”** – Rukus! Federation
- **“A Mile of Style”** – City of Westminster Archives Centre and Guildhall Art Gallery
This project received a highly commended award.

“Heritage, legacy & leadership: ideas and interventions. An international symposium”

The Cultural Leadership Programme¹² and the Mayor's Commission on African and Asian Heritage¹³ hosted this symposium with a range of partners at City Hall in London on 22 February 2008.

The programme included a panel discussion on the challenges and ethical issues that concern the role of heritage institutions as custodians of history beyond a mono-cultural framework, and their responsibility as mediators for shifting notions of cultural diversity and national identities. One of the strong messages that came through was the need for changes in governance in the sector to engage properly with these themes and the need, not for tokenism, but genuine transformation of institutions.

¹⁰ No.83, March 2008, p3.

¹¹ Thanks to Jon Newman for alerting me to this.

¹² See: www.culturalleadership.org.uk.

¹³ See: http://www.london.gov.uk/view_press_release.jsp?releaseid=5346.

Doudou Diène, UN Special Rapporteur on racism and xenophobia, gave the keynote presentation. He showed how heritage is at the core of the issue of identity, linking this to today's identity crisis in European countries and how politicians and scholars currently feel the need to defend identity in the face of security challenges. He asked some key questions. These included:

- What is heritage?
- From where are we inheriting?
- Who decides what it is?
- Who conserves or preserves and for what purpose?

He defined heritage as memory plus values and said heritage has been instrumentalised throughout history to legitimise national identity by one group over other groups, in the process marginalising communities. He then went on to talk about physical and tangible heritage versus intangible heritage, and related this in particular to the slave trade. Sanitised versions of heritage have been utilised to perpetuate silence and invisibility, and issues such as cultural resistance have not been grasped by historians. The inner life of slaves and what they relied on from within to survive is the most profound and the most neglected heritage.

He commented that:

“... heritage, both physical and intangible is a final expression of interaction and encounters, between people, cultures and civilisations. This, heritage should be read, practised and celebrated as a multicultural process.”

There is also an account of this event on the Heritage Link website¹⁴.

Helen Carpenter
March 2008

Tackling social exclusion – Government, Government Agencies and Local Government

The English indices of deprivation 2007

DCLG have just published the latest indices¹⁵ which update those of 2004.

They focus on seven “domains of deprivation”:

- Income deprivation
- Employment deprivation

¹⁴ See: <http://www.heritagelink.org.uk/>.

¹⁵ *The English indices of deprivation 2007*. DCLG, 2008. Available to download as a pdf (6630 kb) from: <http://www.communities.gov.uk/documents/communities/pdf/733520> - NB file size!

- Health deprivation and disability
- Education, skills and training deprivation
- Barriers to housing and services
- Living environment deprivation
- Crime.

The document then maps the patterns of deprivation, showing which are the most (and least) deprived areas in England – key information for building into any funding bids.

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

Partnerships for Patients

From 1 April 2008, the majority of patients may choose a hospital when they are referred for a first outpatient appointment. This, together with a growing number of requests for other health-related information, has led the NHS to produce guidelines for the role that public libraries might take, and these are attached as an Appendix.¹⁶

Broader issues – Libraries, Museums, Archives and Cultural and Heritage Organisations

Community Libraries Programme Evaluation: an overview of the baseline for community engagement in libraries

MLA have just published this research report¹⁷ which “has established a baseline which the MLA and Big Lottery Fund will use to evaluate the programme in future years.” [p5]

The purpose of the research was to evaluate current levels and quality of community engagement, and to identify and disseminate good practice, and to assess the effectiveness of the Communities Libraries programme. It looked at six case study authorities (five Communities Libraries Programme funding recipients and one “counter example” case study).

The overall conclusion is very positive:

“We found that the case study authorities are, despite capacity challenges, working hard to take advantage of what they recognise as a significant

¹⁶ Thanks to Mary Harrington (Doncaster) for this information.

¹⁷ Ben Taylor and Russell Pask. *Community Libraries Programme Evaluation: an overview of the baseline for community engagement in libraries*. MLA, 2008 (ISBN-13: 978-1-905867-24-0). Available to download as a pdf (203 kb) from: http://www.mla.gov.uk/resources/assets/C/community_libs_eval_12857.pdf.

opportunity to transform not only the individual libraries receiving programme funding, but also their entire services. We feel that they are on the whole on course to achieve significant positive results.” [p5]

However, at the same time, the research identified six areas for improvement, and it is in the development of ideas about how these could be tackled that this report is really useful. The six areas are:

- Vision and goals
- Community segmentation
- Organisational transformation
- Effective communications
- Real social networks
- Methods and metrics (ie the development of a methodology around ‘what works’ and ways of measuring this impact).

These six areas have also been turned into recommendations:

- “Visions should be collaboratively developed, focused and properly communicated.
- Community segmentation should increasingly focus on behavioural segments; delivery should focus on delivery of service experiences in addition to products.
- The potential impact of organisational transformation on staff must be recognised, and effective communication and engagement processes must be put in place to ensure ownership.
- External communications should be creative and carefully targeted, in addition to provision of generic service information.
- Community engagement plans should be more robust, with an emphasis on monitoring progress.” [pp7-8]

Highly recommended.

Broader issues – Government, Government Agencies and Local Government

National indicators for local authorities and local authority partnerships: handbook of definitions

DCLG have just published the handbook which gives final detailed definitions for 198 national indicators following consultation on their proposed definition.

“185 national indicators will come into force on 1 April 2008. The remaining 13 indicators will be subject to further consultation in the summer before final definitions for them can be released”¹⁸

¹⁸ Taken from:

<http://www.communities.gov.uk/publications/localgovernment/finalnationalindicators>.

The handbook is available only online. It includes:

- The handbook itself¹⁹ which sets out how the new indicator framework will operate.

There are also four annexes which give the detailed definitions of the indicators, showing how and from where the data will be collected:

- Annex 1: Stronger and Safer Communities²⁰
- Annex 2: Children and Young People²¹
- Annex 3: Adult Health & Well-being and Tackling Exclusion and Promoting Equality²²
- Annex 4: Local Economy and Environmental Sustainability²³.

Broader issues – Other Agencies

Heritage Lottery Fund – new Strategic Plan, simpler processes and more support for applicants

HLF has just launched its third strategic plan *Valuing our heritage, investing in our future*.

We have reviewed our funding in light of the impact of Lottery funding for the 2012 Olympics, as well as our own approach to committing funding in advance. Whilst competition for funds is expected to be tougher over the coming years, we will still be the largest source of heritage funding in the UK, and all main funding programmes will continue.

Between 2008 – 2013 we will:

- Keep conservation, learning and participation at the heart of our work
- Maintain our broad definition of heritage as ‘what people value and want to hand on to future generations’
- Continue to fund heritage projects of all sizes and all kinds
- Keep our grant programmes **Your Heritage** (£3k-£50k), **Young Roots** (£3k- £50k for projects led by young people) and **Heritage Grants** (£50k and above)

¹⁹ *National indicators for local authorities and local authority partnerships: handbook of definitions*. DCLG, 2008. Available to download as a pdf (1169 kb) from: <http://www.communities.gov.uk/documents/localgovernment/pdf/735112.pdf>.

²⁰ Available to download as a pdf (691 kb) from: <http://www.communities.gov.uk/documents/localgovernment/pdf/735115.pdf>.

²¹ Available to download as a pdf (1837 kb) from: <http://www.communities.gov.uk/documents/localgovernment/pdf/735125.pdf>.

²² Available to download as a pdf (580 kb) from: <http://www.communities.gov.uk/documents/localgovernment/pdf/735136.pdf>.

²³ Available to download as a pdf (1287 kb) from: <http://www.communities.gov.uk/documents/localgovernment/pdf/735143>.

- Continue to have development staff in each English region and in Scotland, Wales and Northern Ireland to offer help and advice.
- Distribute some £180 million in awards per year.

New developments

- **Online application forms** for all programmes – see www.hlf.org.uk
- **New lower threshold of £3,000** for **Your Heritage** and **Young Roots**
- **Simpler and easier processes**
- a new outline first-round application for **Heritage Grants** (£50k and above) with a decision after 3 months; the possibility of financial and mentor support to work up an application to the detailed level for the second-round
- new style ‘activity plan’ for **Heritage Grants** integrating all the previous plans such as audience development, training, and learning
- simpler forms and quicker decisions (in 10 weeks) for **Your Heritage** and **Young Roots**
- **Mentors** to help inexperienced applicants with specialist aspects of developing projects of £50k and above e.g. business planning, managing archives or collections, or audience development and outreach
- **Mentors** to help community groups and small organisations deliver Your Heritage and Young Roots projects
- **New easy-to-use guidance** on topics such as Community Participation, Audience development, Volunteering, Learning, Language heritage and Oral history
- **Case studies of successful projects on the web** – already there are intergenerational and reminiscence work, and a football community archive.

For further information visit: www.hlf.org.uk.

Karen Brookfield
April 2008

Abbreviations and acronyms

DCLG = Department of Communities and Local Government
MLA = Museums, Libraries and Archives Council

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INFORMATION FOR PUBLIC LIBRARIES ON PATIENT CHOICE

1. Patient Choice and Libraries: From the 1st April 2008 the majority of patients may choose a hospital when they are referred for a first outpatient appointment. This will include any provider in the country, including some private providers. This is to alert library staff of the library's role should patients wish to choose and book a hospital appointment.

2. Resources to Support Patients: The Department of Health has developed two resources for use by both GP and their patients:

- a) The open access NHS Choices website, www.nhs.uk, showing comparative information about providers (like cleanliness and infection rates), common conditions and health in general. Each PCT will also provide written information to patients.
- b) *Choose and Book* online booking is accessed by password and shows appointments available. There is a link to *Choose and Book* from the Choices website.

3. The role of public libraries: People are increasingly using the public library for information about health. The Department of Health is planning a national awareness campaign on choice during March. It is therefore likely that patients will seek support from the library to choose a provider of treatment and/or book an appointment online.

To provide information and meet local needs, especially among socially excluded groups, libraries will wish to be prepared to help. A 6 month pilot tested this in 10 authorities, 3 rural and 10 London boroughs. Numbers were very low so it is difficult to reach firm conclusions. However, patients were pleased and library staff felt the role fitted in with their existing functions.

4. How Choice and Library Support works: For the patient there are different approaches. Options which might involve the library are:

Step 1 The GP suggests the patient needs referral to hospital and discusses options. Their GP will give the patient an Appointment Request with a list of providers suitable for the patient, a password and a Unique Booking Reference Number

Step 2 Patients who want more information first, or have already chosen a provider but want to book, may seek information and help from the library.

Step 3 The Patient goes to the library and may use the People's Network to research information on the NHS Choices website about the hospitals offered on their Appointment Request. They may ask for staff help. This does not require password access. They may ask for selected pages to be printed so they can consider their choices further at home.

Step 4 Having chosen their preferred hospital, the patient may use the library (immediately or on a return visit) to book online, with help from staff if

necessary. They will need their password and Unique Booking Reference Number. Alternatively, they may book on the phone from home or may ask the library staff to do so.

5. Issues for library staff

a) Maintaining Patient Confidentiality: When viewing the Choose and Book screen after password access, you will not see the patient's medical records but details such as the type of clinic being booked will be visible. They may also disclose sensitive information to staff themselves. As well as Data Protection requirements, staff have a duty of confidence to the patient in respect of any information relating to their health and treatment.

- The patient must be informed in advance of what will be disclosed on the screen
- Library staff must obtain their consent to that disclosure.
- Library staff must protect the information from further disclosure

For more information, please see:

www.dh.gov.uk/PolicyAndGuidance/InformationPolicy/PatientConfidentiality

b) Responding to patients' queries: some queries may be raised which cannot be answered on the NHS Choices or Choose and Book sites. It is important that these are routed appropriately:

- Questions about the *meaning of some of the information* on the Choices website should be referred to your local PCT Patient Advice and Liaison Officer. Contact information on the NHS Choices website
- Questions about the *type of services or facilities offered* by a particular provider should be referred to the provider concerned
- Questions about the *type of treatment* patients are having (e.g. the pros and cons) surgery) should be referred to GP if they are beyond the scope of Choices website.
- Questions about *a patient's own treatment* must be referred back to the GP practice.

6. Issues for local decision-making: Three issues came up in the pilots which we feel are best left to local decision-making:

- a) **Cost of printing:** where patients want information printed out. It is for authorities to decide whether to charge, offer free printing or put a limit on the number of free pages.
- b) **Dedicated PC:** in the pilots, some authorities decided to dedicate a PC for this use. This was unnecessary as numbers were low and is not recommended.
- c) **Telephone Booking:** some pilots undertook telephone booking for patients either because the chosen provider was not yet on the Choose and Book system or because the system was down at the time.

7. Training: Brief training, developed from the materials used in the pilots and evaluated by participants, will be made available to staff. The development of an online resource is being explored currently.

8. Libraries as Agents for Choice: Libraries have the capacity to make informed choice accessible to their communities, especially for people who are not IT literate. In Waltham Forest, for example, a profoundly deaf patient with no IT skills came into the library for help. Staff helped him by using the computer alongside him, giving the options and making the booking for him. With their help, someone excluded from this convenience was able to benefit from it just like anyone else. This role goes to the heart of the library function as provider information and support to their communities.