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

Number 145, May 2013

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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.

Contents List

Did you see …?

CyMAL

The latest issue[1] of the *CyMAL* magazine includes brief articles/reports on:

- "Changing Cultures"[2], the Welsh Government initiative to find new ways of engaging young people and their families, especially those from disadvantaged backgrounds, with the cultural sector [p10]
- "Taking Over Museums Day"[3], where young people worked in museums, galleries and heritage sites for a day – and, again, this was worked that focused on young people from disadvantaged backgrounds [pp11-13]
- CLOCH (Conserving Local Communities Heritage)[4], the scheme to provide work-based training for unemployed young men [pp14-17]
- "Your Health, at Your Library", a round-up of recent health initiatives[5] [pp18-21]
- "Bussing them in: tackling inequality", how Glamorgan Archives has used the School Transport Subsidy Pilot Scheme to increase access to their service [pp24-25].

Runnymede Bulletin

The latest issue[6] includes a number of important articles, including:

- Two brief news reports:
    - "Male Black youth unemployment soars" [p4]
    - "Housing Benefit changes: impact on young people" [pp4-5]

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[1] *CyMAL*, 14, Summer 2013. Available to download as a pdf (2590 kb) from: http://wales.gov.uk/docs/drah/publications/130509cymalmag14en.pdf (English) and http://wales.gov.uk/docs/drah/publications/130509cymalmag14cy.pdf (Welsh).
[2] See: http://wales.gov.uk/topics/cultureandsport/changingcultures/?lang=en.
[3] See: http://wales.gov.uk/newsroom/cultureandsport/2012/121120takingover/?lang=en.
[4] See, for example: http://www.glamarchives.gov.uk/content.asp?nav=37,39&parent_directory_id=1&id=113.
[5] These include:
Book Prescription Wales, http://www.nhsdirect.wales.nhs.uk/lifestylewellbeing/bookprescriptionwales
Public libraries in Wales: health, wellbeing and social benefits, http://www.goscl.com/wp-content/uploads/2012/10/SCL-Wales-report.pdf
Together for mental health: delivery plan 2012-16, http://wales.gov.uk/docs/dhss/publications/121203planen.pdf
The first incomplete field guide to wellbeing in libraries, http://www.goscl.com/wp-content/uploads/2013/01/Wellbeing-in-Libraries1.pdf [this was briefly assessed in *The Network Newsletter,* 141, January 2013, pp2-3, see: http://www.seapn.org.uk/content_files/files/newsletter_ns_141.pdf.
See also the Welsh Libraries YouTube page, http://www.youtube.com/user/WelshLibraries.
[6] *Runnymede Bulletin*, 373, Spring 2013. Available to download as a pdf (1960 kb) from: http://www.runnymedetrust.org/uploads/bulletin/pdfs/Spring%20Bulletin%20LD.pdf.

- Gianna Knowles <u>and</u> Radhika Holmström "The marginalisation of refugee children", which "explore[s] the problems faced by young refugee and asylum seeker children when coming to the UK, with a specific focus on Early Years" [p6]
- Nando Sigona "Healthcare of undocumented migrant children" [p7]
- An interview with Maggie Atkinson, Children's Commissioner for England [pp14-16]
- A series of interesting book reviews, including:
  - *The English riots of 2011*[7] [p23]
  - *Islam and education* [8][p24]
  - *The immigrant war: a global movement against discrimination and exploitation*[9] [p25]
  - *Nepalis in the United Kingdom: an overview*[10] [p26]

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

Libraries and the digital divide

Nehal Chohan recently sent out an online survey to be completed as part of her dissertation course in MSC Econ Information and Library Studies at Aberystwyth University, and she has kindly given me permission to include the results here. She writes:

"The dissertation title and purpose of the survey is to find out the role of public libraries in bridging the digital divide by identifying how they are assisting digitally excluded people and exploring the challenges in providing online access. I would like to thank those who completed it, your time is appreciated. Some of you were very generous and provided a lot of insight into what goes on in public libraries and the issues you face. The key findings are highlighted below:

- 75% said they were involved with Get Online Week
- 67% said they do not have enough resources to help the digitally excluded

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[7] Daniel Briggs (ed). *The English riots of 2011: a summer of discontent.* Waterside Press, 2012. See: http://www.watersidepress.co.uk/acatalog/The-English-Riots-of-2011-9781904380887.html#SID=34.

[8] Lynn Revell. *Islam and education: the manipulation and misrepresentation of a religion.* Trentham Books, 2012. See: http://www.trentham-books.co.uk/cgi-bin/sh000001.pl?REFPAGE=http%3a%2f%2fwww%2etrentham%2dbooks%2eco%2euk%2f&WD=revell&PN=Islam_and_Education%2ehtml%23a9781858564890#a9781858564890.

[9] Vittorio Longhi. *The immigrant war: a global movement against discrimination and exploitation.* Policy Press, 2012. See: http://www.policypress.co.uk/display.asp?K=9781447305880&sf1=keyword&st1=longhi&m=1&dc=1.

[10] Krishna P Adhikari (ed). *Nepalis in the United Kingdom: an overview.* Centre for Nepal Studies, 2012. See: http://www.cnsuk.org.uk/?option=article&id=9.

- When asked how activities can help digitally excluded people, 'access' was the key word, followed by 'free', 'technology/IT' and 'training'
- 89% said they are hindered by government cuts in providing an adequate service
- 'Staff' was the most cited challenge faced by libraries, followed by 'funding' and 'technology'
- The top 3 ways libraries can involve to put emphasis on finding information online were 'training for staff and users', 'promotion' and 'enhancing resources'
- The top 3 ways libraries can help bridge the digital divide were 'trained and skilled staff', 'courses for users' and 'free PCs, internet and wifi'

It was clear that libraries are doing the most they can to help the digital divide with the limited resources. Staffing issues (lack of training, confidence and enough staff) and out of date technology (including slow internet connections) were recurring themes. This all comes down to lack of funding!"

Tackling social exclusion – Government, Government Agencies and Local Government

Scottish Government equality outcomes and mainstreaming report

The Scottish Government has just published this major report[11] which begins by outlining how they intend to put equalities at the heart of what they do.

> "This report covers all Scottish Government Directorates and the following Agencies:
> - Accountant in Bankruptcy
> - Disclosure Scotland
> - Education Scotland
> - Historic Scotland
> - Scottish Public Pensions Agency
> - Student Awards Agency for Scotland
> - Transport Scotland
>
> The Scottish Prison Service, an Agency, has produced its own report, and the Crown Office and Procurator Fiscal Service, a distinct part of the Scottish Government, has chosen to produce its own report." [p5]

It focuses on mainstreaming equality, including as a policy-maker, and as an employer.

The second section looks at Equality Outcomes for 2013-2017, relating to:

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[11] *Scottish Government equality outcomes and mainstreaming report.* Scottish Government, 2013. Available to download as a pdf (3020 kb) from: http://www.scotland.gov.uk/Resource/0042/00421238.pdf.

- Scottish Government Representative Workforce
- Scottish Government – Equality and Diversity Matters
- Ministerial Public Appointments
- Violence Against Women is Reduced
- Gypsies/Travellers
- Women and Employment
- Disability and Access to Justice and Advice
- Education.

Finally, it includes a number of informative Annexes:

- Annex A: Attitudes to Discrimination and Positive Action
- Annex B: Welfare Reform and Equality Groups
- Annex C: Legal Background – the Public Sector Equality Duty
- Annex D: Legislation and Policies of Relevance to Equality
- Annex E: Scottish Government Staff Diversity Statistics
- Annex F: National Records of Scotland Staff Diversity Statistics
- Annex G: Historic Scotland Staff Diversity Statistics
- Annex H: Crown Office and Procurator Fiscal Service Staff Diversity Statistics
- Annex I: Public Appointments Diversity Statistics
- Annex J: Gender pay Gap, Equal Pay Statement and Occupational Segregation.

The report is supported by a series of papers that provide evidence for the scale and severity of issues facing equality groups:

- Religion and belief[12]
- Age[13]
- Disability[14]
- Gender[15]
- LGBT[16]
- Pregnancy and maternity[17].[18]

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[12] S*cottish Government equality outcomes: religion and belief evidence review*. Scottish Government, 2013. Available to download as a pdf (727.18 kb) from: http://www.scotland.gov.uk/Resource/0042/00420970.pdf.

[13] Filip Sosenko *et al.* S*cottish Government equality outcomes: age evidence review*. Scottish Government, 2013. Available to download as a pdf (1030 kb) from: http://www.scotland.gov.uk/Resource/0042/00420898.pdf.

[14] S*cottish Government equality outcomes: disability evidence review*. Scottish Government, 2013. Available to download as a pdf (1240 kb) from: http://www.scotland.gov.uk/Resource/0042/00420991.pdf.

[15] S*cottish Government equality outcomes: gender evidence review*. Scottish Government, 2013. Available to download as a pdf (1400 kb) from: http://www.scotland.gov.uk/Resource/0042/00421042.pdf.

[16] S*cottish Government equality outcomes: lesbian, gay, bisexual and transgender (LGBT) evidence review*. Scottish Government, 2013. Available to download as a pdf (733.34 kb) from: http://www.scotland.gov.uk/Resource/0042/00420922.pdf.

[17] Angela O'Hagan *et al.* S*cottish Government equality outcomes: pregnancy and maternity evidence review*. Scottish Government, 2013. Available to download as a pdf (545.08 kb) from: http://www.scotland.gov.uk/Resource/0042/00421066.pdf.

[18] Source: *MEMO* [*Minority Ethnic Matters Overview*], 350, 6 May 2013.

Tackling social exclusion – Other Agencies

Wage inequality and employment polarisation in British cities

This important new report[19] investigates inequality in British cities and recommends ways of reducing this.

It begins by briefly setting the context:

> "Wage inequality in the UK is high relative to most developed nations, and inequality has been on a long-term upward trend … Alongside this, there have been concerns that the labour market is polarising into high and low wage jobs … Shifts in the structure of the economy, new technology, the outsourcing of production and the changing distribution of skills have been important drivers of these changes. In the context of public sector cuts and continued economic change, rises in wage inequality and employment polarisation are likely to continue.
>
> This has caused considerable concern amongst both the public and policymakers. The proportion of the UK population who thought that the gap between those with high incomes and those with low incomes was too large reached 78 per cent in 2010, an increase from 73 per cent six years before … A number of high profile studies have suggested, that inequality may lead to worse outcomes for all, not just the poor …" [p8]

This report seeks to gather evidence to help policy-makers address the consequences and implications of urban inequality.

The overall conclusions make up a complex picture:

> "Inequality in cities differs from inequality at a national level. Whereas national wage inequality can often be analysed with reference to the tax system and the rewards to different forms of work, inequality between cities also reflects the spatial sorting of people with different characteristics into different places.
>
> Wage inequality or employment polarisation in UK cities is the result of successful urban economies. At a local level, wage inequality or employment polarisation is driven by the skills of the population, the wage returns to these skills, and the inclusion of different groups in the labour market. Because of this, cities with the most polarised or unequal labour markets are those with the most skilled residents. In contrast, relatively equal cities are often associated with industrial decline and a comparatively poorly educated population. These cities are not equal

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[19] Neil Lee, Paul Sissons and Katy Jones. *Wage inequality and polarisation in British cities*. The Work Foundation, 2013. Available to download as a pdf (925.69 kb) from:
http://www.theworkfoundation.com/DownloadPublication/Report/334_Wage%20inequality%20and%20employment%20polarisation%20in%20British%20cities%20FINAL.pdf.

because all residents earn good wages; they are equal because very few do." [p46]

The report acknowledges that an individual city has limited options in terms of reducing inequality, but suggests:

- "Ensuring all residents are able to enter the labour market
- Focusing on wage increases and skill upgrading for low skilled workers
- Addressing the consequences of inequality in particular by reducing the cost of living" [p47]

These are areas where our own work may tie in.

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Beyond the usual suspects

The network "Shaping Our Lives"[20] has produced a research report[21], a summary of findings[22], and a good practice guide[23].

> "There has been growing interest in modern times in people being able to play a more active part in their society, community and lives, as citizens, service users and patients. Such 'user' or 'public/patient involvement' has become a shared goal across all shades of politicians and policymakers. However it has become increasing apparent that some groups face many more barriers than others getting involved and this reinforces the difficulties that they may face and excludes their important perspectives from consideration.
>
> This report, based on a national research and development project funded by the Department of Health explores why some groups tend to be left out in this way and how they may be fully and equally included in the future." [Research report, p7]

The report investigates "existing exclusions", such as equality issues, where people live, communication issues; the barriers that these can create; and then goes on to look at ways of overcoming the barriers.

The practical guide then takes a step-by-step approach to this, for example:

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[20] "Shaping Our Lives National User Network is an independent user-controlled organisation, think tank and network. We started as a research and development project but became an independent organisation in 2002. We now work with a wide and diverse range of service users." (Taken from: http://www.shapingourlives.org.uk/index.html).

[21] Peter Beresford. *Beyond the usual suspects: research report*. Shaping Our Lives, 2013. Available to download as a pdf (1050 kb) from: http://www.shapingourlives.org.uk/documents/BTUSReport.pdf.

[22] Peter Beresford. *Beyond the usual suspects: findings*. Shaping Our Lives, 2013. Available to download as a pdf (577.73 kb) from: http://www.shapingourlives.org.uk/documents/BTUSFINDINGS.pdf.

[23] Peter Beresford. *Beyond the usual suspects: practical guide*. Shaping Our Lives, 2013. Available to download as a pdf (1310 kb) from: http://www.shapingourlives.org.uk/documents/BTUSGUIDE.pdf.

"Ask yourself these questions and think carefully about the answers before you start to organise any user involvement exercise, get-together, or participatory activity.

- What is the purpose of this involvement?
- What change can happen as a result of this involvement?
- Have you the resources to carry it out in line with good practice?
- Have you allowed enough time?
- Are you paying service users?
- Who do you want to involve and why?
- How will you keep a record of what people say?
- How will you deal with sensitive issues which may upset people?
- How will you feed back to participants?
- What are you doing to overcome particular barriers to involvement some people may face?
- What action do you plan to take with what you find out?" [p27]

Finally, there is a list of helpful resources and a guide to the correct terms to use.

These are extremely important and useful tools, especially the practical guide – highly recommended.[24]

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Poverty, participation and choice …

This new report from JRF is available in full[25] and also in a summary version[26].

"This report revisits and extends Peter Townsend's idea that poverty is less about shortage of income and more about the inability of people on low incomes to participate actively in society. The research draws on original analysis of three large-scale UK datasets: *Understanding Society*, the *Family Spending Survey* and the *Millennium Cohort Study*.

The analysis points to the existence of two social worlds divided by income. The poorest 30 per cent of the population have to choose between basic necessities and participation in social activities. For this group, additional income does not seem to improve living conditions or change lifestyle. In contrast, for the rest of the population, extra income translates into greater social participation and more evident consumption – the key to a 'good life'.

[24] Source: Clinks *Light Lunch*, 299, 17 May 2013.
[25] Emanuele Ferragina, Mark Tomlinson <u>and</u> Robert Walker. *Poverty, participation and choice: the legacy of Peter Townsend*. JRF, 2013. Available to download as a pdf (1550 kb) from: http://www.jrf.org.uk/sites/files/jrf/society-poverty-participation-full.pdf.
[26] *Poverty, participation and* choice. JRF, 2013. Available to download as a pdf (225.23 kb) from: http://www.jrf.org.uk/sites/files/jrf/society-poverty-participation-summary.pdf.

The report illustrates:

- that participation generally reduces as income falls, but stops doing so among the poorest 30 per cent of the population;
- that participation varies according to education, age, gender, employment status, ethnicity and region of residence;
- the ways in which lifestyles vary among the British population;
- the impact of poverty on the level of participation of young children; and
- the continuing importance of Townsend's insights for the public understanding of poverty." [p1 of full report]

This is another important addition to our understanding of the wider impacts of poverty.[27]

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

Public Health England's priorities for 2013 to 2014

PHE have just published their current priorities[28]:

> "Public Health England (PHE) is the expert national public health agency which fulfils the Secretary of State for Health's statutory duty to protect health and address inequalities, and executes his power to promote the health and wellbeing of the nation …
>
> It works transparently, proactively providing government, local government, the NHS, MPs, industry, public health professionals and the public with evidence-based professional, scientific and delivery expertise and advice." [p2]

Whilst emphasising the local role in tackling health and wellbeing issues, PHE has set "five high-level enduring priorities:

> 1. Helping people to live longer and more healthy lives by reducing preventable deaths and the burden of ill health associated with smoking, high blood pressure, obesity, poor diet, poor mental health, insufficient exercise, and alcohol
> 2. Reducing the burden of disease and disability in life by focusing on preventing and recovering from the conditions with the greatest impact, including dementia, anxiety, depression and drug dependency

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[27] Source: Joseph Rowntree Foundation *Weekly publications and blogs*, w/b 27 May 2013.

[28] *Our priorities for 2013/14*. Public Health England, 2013. Available to download as a pdf (1380 kb) from:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/192676/Our_priorities_final.pdf.

3. Protecting the country from infectious diseases and environmental hazards, including the growing problem of infections that resist treatment with antibiotics
4. Supporting families to give children and young people the best start in life, through working with health visiting and school nursing, family nurse partnerships and the Troubled Families programme
5. Improving health in the workplace by encouraging employers to support their staff, and those moving into and out of the workforce, to lead healthier lives." [p6]

These are going to be underpinned by two principles in terms of their working methods:

"6. Promote the development of place-based public health systems
7. Develop our own capacity and capability to provide professional, scientific and delivery expertise to our partners" [p6]

Worth noting in terms of local authorities' new role in/responsibility for health and wellbeing.[29]

Abbreviations and acronyms

JRF = Joseph Rowntree Foundation
NCB = National Children's Bureau

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[29] Source: NCB *Policy & Parliamentary Information Digest*, 26 Apr 2013.