

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

Number 194, April 2017

(Formerly published as *Public Libraries & Social Exclusion Action Planning Network Newsletter*, issue 1, May 1999 – issue 29, September 2001)

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

The April 2017 issue¹ includes:

- Nicky Parker “Human rights and children’s books: 80 years of Carnegie and Greenaway”, which looks at how “the Amnesty CILIP Honour recognises the role of children’s books in helping young people to feel valued and to value others [...]”² [pp42-43]

Museums Journal³

The April issue includes:

- Matt Turtle “Challenging museum conventions” (“Comment” column)⁴, which looks briefly at the developing Museum of Homelessness⁵ [p16]
- Louise Gray “Flying the flag”, which is an important article, looking at the representation of women in major art galleries [pp22-27].

The May issue includes:

- Nicholas Serota “Art can change anyone’s life for the better” (“Comment” column), which is a statement by the new Chair of Arts Council England about “[...] excellence and access to the arts can be combined without compromise to either.” [p14]
- Nathaniel Hepburn “Helping each other to be brave”, which looks, briefly, at the line that Ditchling Museum⁶ has taken over its Eric Gill exhibition [p15]
- “Voxpop: How can museums increase understanding of migration to the UK?” [p15]
- Patrick Kelly “Beyond the Troubles”, which argues that “A major rethink of Ulster Museum’s approach to a troubled past is paying off” [pp26-29]
- Nicola Sullivan “Autism-friendly museums” (“In practice” column), which looks at a number of museums that are working with autistic people as employees/volunteers⁷ [p59]

¹ Further information about *CILIP Update* at:

<https://www.cilip.org.uk/membership/benefits/monthly-magazine-journals-ebulletins/cilip-update-magazine>.

² Further info at: <https://www.amnesty.org.uk/amnesty-cilip-honour-carnegie-and-kate-greenaway-story-explorer-resources-2017>.

³ *Museums Journal*, Apr 2017 and May 2017. Further info at:

<https://www.museumsassociation.org/museums-journal>.

⁴ The article is available online, see: <https://www.museumsassociation.org/museums-journal/comment/01042017-challenging-museum-conventions>.

⁵ See, for example: <https://www.facebook.com/MuseumofHomelessness/>; <http://www.phf.org.uk/blog/radical-new-approach-museum-making-reflections-museum-homelessness/>; and <http://www.tate.org.uk/whats-on/tate-modern/workshop/tate-exchange/state-nation>.

⁶ See: <http://www.ditchlingmuseumartcraft.org.uk/>.

Tackling social and digital exclusion – Other Agencies

Good Things Foundation

The Good Things Foundation (formerly Tinder) is in the process of developing a new way of working.

According to their Director, Helen Milner's, blog:

“All our work is now focused in two new programmes: digital inclusion and social inclusion. We have projects and partnerships within these to ensure we're having the biggest impact possible.

Our **Digital Inclusion** programme is led by Adam Micklethwaite. We want to close the digital divide once and for all, and ensure everyone has the skills, self efficacy and confidence to thrive in a digital world. The Digital Inclusion programme will include our large-scale DfE-funded Future Digital Inclusion programme, which has already helped hundreds of thousands of people to improve their basic digital skills, and it will include other important projects including training Digital Champions, developing new content, supporting rural hubs, and helping small businesses funded by partners including Lloyds Banking Group, Google, Prince's Countryside Fund, and TalkTalk. The programme will also include place-based approaches, working with councils like Leeds and Sunderland. We're also going global to share our digital inclusion expertise and ideas with projects in Australia.

Our **Social Inclusion** programme is headed up by Charlotte Murray. We want socially excluded people to have better lives and we achieve this by using digital to drive positive social outcomes and tackle some of our most pressing social challenges. Our Social Inclusion programme has at its heart tackling inequalities such as lack of English language skills, loneliness and isolation, and financial exclusion. The programme includes our work with the Money Advice Service, the Department for Communities and Local Government, Comic Relief, NHS, HMRC and the Big Lottery Fund. As with digital inclusion, we're also going global with social inclusion with a pilot in Kenya to assess the social impact of digital literacy alongside the Sustainable Development Goals. Charlotte and her team will ensure what we're doing in this space has deep impact on the most excluded in society today.

A third new Directorate will drive a new way of designing and innovating interventions that make a difference in digital and social inclusion. This new **Design and Innovation Directorate** is led by Bea Karol Burks. Our aim is to pilot and test new approaches to tackling both digital and social exclusion interventions and projects that can then be scaled. I'm really excited about this new approach that we'll be taking, and piloting and

⁷ Further information is available to MA members at:
<http://www.museumsassociation.org/museum-practice/autism-friendly-museums/15032016-autism-friendly-museums-introduction>.

design won't just be a new team, but a new approach we'll be taking to ensure our work is having an impact.”^{8, 9}

Disability issues – Government, Government Agencies and Local Government

Being disabled in Britain: a journey less equal

This important report¹⁰ was published at the beginning of April. It builds on the EHRC statutory five-yearly report on equality and human rights progress in England, Scotland and Wales, *Is Britain fairer?*¹¹

The report:

“[...] sets out evidence-based findings in six key areas of life: education, work, standard of living, health and care, justice and detention, and participation and identity.” [p7]

Taking highlights from the executive summary for each of these areas in turn:

Education

“Disabled pupils in England, Wales and Scotland have much lower attainment rates at school than non-disabled pupils, and are significantly more likely to be permanently or temporarily excluded. Furthermore, there is a need to address bullying experienced by disabled children and the levels of support they are offered.

In England and Wales, in 2014/15 the educational attainment of children with Special Educational Needs (SEN) was nearly three times lower than for non-disabled children. Across Britain in 2015/16, disabled young

⁸ Helen Milner “An exciting future for Good Things Foundation”, 10 Apr 2017, https://helenmilner.com/2017/04/10/an-exciting-future-for-good-things-foundation/?utm_source=Good+Things+Foundation+News&utm_campaign=f4e044565a-GT_Foundation_News_Mar_Apr_2017&utm_medium=email&utm_term=0_e9dc7b206a-f4e044565a-110029601.

⁹ Source: email from Good Things Foundation, 12 Apr 2017.

¹⁰ *Being disabled in Britain: a journey less equal*. EHRC, 2017. Available to download as a pdf (6390 kb) from: https://www.equalityhumanrights.com/sites/default/files/being-disabled-in-britain_0.pdf.

¹¹ *Is Britain fairer? The state of equality and human rights 2015*. EHRC, 2015. Available to download as a pdf (3750 kb) from: http://www.equalityhumanrights.com/sites/default/files/uploads/IBF/Final-reports/EHRC_IBF_MainReport_acc.pdf. The Executive Summary is also available (2410 kb) at: http://www.equalityhumanrights.com/sites/default/files/uploads/IBF/Final-reports/2904530_EHRC_IBF-ExeSummary_Eng_acc.pdf. Links to an Easy Read, version, and the report in Welsh and British Sign Language are at: <http://www.equalityhumanrights.com/about-us/our-work/key-projects/britain-fairer/great-britain-report>.

people aged 16-18 were at least twice as likely as their non-disabled peers to not be in education, employment or training (NEET).

Having a degree-level qualification can significantly improve employment outcomes. [...] Although the qualification gap between disabled and non-disabled people narrowed between 2010/11 and 2015/16, the proportion of disabled people with no qualifications was nearly three times that of non-disabled people in 2015/16, and the proportion of disabled people with a degree remained lower than that of non-disabled people.” [p8]

Work

“Disabled people across Britain are less likely to be in employment than non-disabled people [...]

The disability pay gap in Britain continues to widen. In 2015-16 there was a gap in median hourly earnings: disabled people earned £9.85 compared with £11.41 for non-disabled people. Disabled young people (age 16-24) and disabled women had the lowest median hourly earnings.” [p8]

Standard of living

“More disabled people than non-disabled are living in poverty or are materially deprived. Social security reforms have had a particularly disproportionate, cumulative impact on rights to independent living and an adequate standard of living for disabled people.” [p9]

Health and care

“Disabled people are more likely to experience health inequalities and major health conditions, and are likely to die younger than other people. The extent of these health inequalities is difficult to assess because of limited data on outcomes for disabled people collected by NHS providers and commissioners. Accessibility of services is problematic, and disabled people are less likely to report positive experiences in accessing healthcare services [...]

- On average, men with mental health conditions die 20 years earlier than the general population, and women 13 years earlier.
- ‘Do not attempt resuscitation’ (DNAR) notices are being placed on patients’ files without their consent or knowledge.
- Action is needed to reduce the use of physical and chemical restraint for the purposes of behaviour management in hospital and care settings.” [p10]

Justice and detention

“There is an urgent need for prisons to monitor and report on prisoner mental health. Prisoners are more likely to have mental health conditions compared with the general population, and 70% of prisoners that died

from self-inflicted means between 2012 and 2014 had an identified mental health need.

Detentions in health and social care settings under the Mental Health Act 1983 are continuing to increase in England and Wales and this is a strong concern, particularly as evidence suggests there are flaws in the way those detained are assessed and treated [...]

The UK continues to be the only country in the European Union with no time limit on immigration detention, and there is a concern that immigration detention facilities are inadequately equipped to deal with detainees who have a mental health condition [...]

Disability hate crimes recorded by the police in England and Wales increased by 44% in 2015/16 on the previous year, possibly reflecting improved reporting and recording practices. Despite this improvement, a joint inspection team from HMI Constabulary, HM Crown Prosecution Service Inspectorate and HMI Probation found that criminal justice agencies do not always understand what forms disability hate crime can take, and that more needs to be done to understand how disabled people experience hate crime. This includes the ways in which disabled people are targeted and the difficulties they face in getting public authorities to respond.” [p11]

Participation and identity

“Disabled people continue to encounter barriers to exercising their right to vote. Disabled people are also under-represented in political office and public appointments, and face continued challenges to achieving equal representation. There is an urgent need for the implementation of section 106 of the Equality Act 2010, so that political parties are required to publish diversity data about their candidates.

Poor access to transport, leisure and other services can affect the community and social life of disabled people, creating a barrier to independence and their enjoyment of day-to-day activities. Across Great Britain, there was an overall increase between 2009-11 and 2012-14 in the percentage of disabled and non-disabled adults who reported having difficulty accessing services in the areas of health, benefits, tax, culture, sport and leisure. In 2012-14 this was 45.3% for disabled people compared with 31.7% for non-disabled people.

The wide gap in internet usage between disabled and non-disabled people has persisted. The law leaves a degree of interpretation for service providers about how far they are required to go to increase digital accessibility and there is as yet no UK case law precedent on web accessibility to clarify the position. Disabled people reported difficulties accessing their bank, having a credit history and affording insurance, all of which exacerbate the financial penalty they face and can limit their family life and opportunities to learn, work and participate in society.

Negative attitudes towards disabled people remain prominent in Britain, and people with a mental health condition, learning disability or memory impairment remain particularly likely to be stigmatised. Measures of disability prejudice have focused largely on disability as a general category. There is a lack of evidence on how people's attitudes towards disability differ by disability type." [p12]

The report makes six key recommendations:

"We are calling on the UK, Scottish and Welsh Governments to place a new national focus on disability equality, so that the rights of disabled people are fully realised, and to deliver improvements in disabled people's experience and outcomes.

We recommend that the UK and devolved governments take concerted action to:

1. Reduce educational attainment and employment gaps for disabled people.
2. Ensure that essential services, such as housing, health, transport and justice, meet the particular needs of disabled people and support their independence and wellbeing.
3. Promote the inclusion and participation of disabled people in civic and political life.
4. Strengthen disabled people's choice, autonomy and control over decisions and services.
5. Improve existing legislation, policies, frameworks and action plans to better protect and promote the rights of disabled people.
6. Improve the evidence base on the experiences and outcomes of disabled people and the ability to assess how fair Britain is for all disabled people." [p15]

This is a major report, well worth using to explore disability issues in more depth, and strengthen the work that we undertake in the cultural sector.

In addition, the report is available in different formats, together with further information:

- Full report as a Word document¹²
- Easy Read version¹³
- Executive summary only¹⁴
- Executive summary in Welsh¹⁵

¹² Available to download from: <https://www.equalityhumanrights.com/en/publication-download/being-disabled-britain-journey-less-equal>.

¹³ *Being disabled in Britain: Easy Read*. EHRC, 2017. Available to download as a pdf (1870 kb) from: <https://www.equalityhumanrights.com/sites/default/files/being-disabled-in-britain-easy-read.pdf>.

¹⁴ *Being disabled in Britain: a journey less equal – executive summary*. EHRC, 2017. Available to download as a pdf (1690 kb) from: <https://www.equalityhumanrights.com/sites/default/files/being-disabled-in-britain-executive-summary.pdf>.

- British Sign Language video of the executive summary¹⁶
 - Supporting data tables¹⁷.
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LGBTQ issues – Other Agencies

Transforming outcomes: a review of the needs and assets of the trans community

This important report¹⁸ has just been published by the LGBT Foundation as part of their Trans Programme:

“This document presents an assessment of the needs and experiences of trans people, based on key evidence available from across the UK [...] It also highlights and showcases the assets within the trans community and the valuable ways in which trans people have organised and advocated for and amongst themselves in the absence of mainstream recognition and support.” [p8]

In terms of inequality:

“Our report establishes that trans communities experience significant inequalities across a range of measures, face substantial barriers to accessing appropriate and good-quality services to meet their needs, and that a lack of further evidence can be an obstacle to addressing these challenges. Each of the above elements act as an enabling factor to the other, perpetuating a negative cycle.” [p10]

At the same time:

“Although it is important to recognise the gravity of the multiple health inequalities and barriers that trans people face today, we strongly believe that a needs assessment should provide insight into the unique and effective ways that trans communities come together to combat these problems.” [p10]

In order to do this, the report includes a short summary of ‘Trans Community Assets’, “[...] the internal qualities of a group or network that help them to survive and flourish.” [p23] These include:

¹⁵ *Bod yn anabl ym Mhrydain: taith llai cyfartal – crynodeb gweithredol*. EHRC, 2017. Available to download as a pdf (1720 kb) from:

<https://www.equalityhumanrights.com/sites/default/files/being-disabled-in-britain-executive-summary-welsh.pdf>.

¹⁶ See: <https://www.equalityhumanrights.com/en/disability-report-being-disabled-britain#bsl>.

¹⁷ See: <https://www.equalityhumanrights.com/en/being-disabled-britain-supporting-data>.

¹⁸ *Transforming outcomes: a review of the needs and assets of the trans community*. LGBT Foundation, 2017. Available to download as a pdf (2500 kb) from: http://lgbt.foundation/assets/files/documents/may_17/FENT_1493978351_TransformingOutcomesLGBTFdn.pdf.

- Sharing knowledge
- Peer-led social and support groups
- Community resource centres and third sector support
- Formal and informal buddying relationships
- Crowdsourcing and fundraising
- Binder Schemes¹⁹ and resource sharing
- Activism and campaigning.

The report focuses on health and wellbeing issues. However, the recommendations are important and can be applied much more widely:

“EDUCATE all staff through comprehensive trans awareness training, delivered by professionals. Prioritise further research into the needs of trans people, focusing on gaps highlighted by this report and following guidance on involving trans participants [...]

INCLUDE trans people in the design and delivery of all services, using available evidence to inform plans and involving trans communities in consultations. Work with trans community and voluntary organisations to co-produce services, valuing their expertise and identifying opportunities to increase the representation of trans people in service delivery.

TARGET trans people with specific information and campaigns to manage their wellbeing and remove barriers to taking up opportunities, for example in employment and public life. Work with trans community and voluntary organisations to meet this recommendation.

DEVELOP services which are holistic and person-centred, to meet trans people’s specific needs in all areas where they experience inequalities. This should include the development of a new model for gender identity services which are locally-based and learn from innovation within the trans community.

CHALLENGE all instances of transphobia and discrimination. Ensure your organisation’s policies are inclusive of trans people and that action is taken where breaches occur to both protect trans people and ensure that individuals and the organisation learn from such incidents.

MONITOR gender identity and trans status as part of equalities monitoring. Use this data to understand the access, experience and outcomes of your staff and service users or research participants. [There is then a link to the LGBT Foundation webpage on monitoring²⁰.]” [p13]

Recommended.

¹⁹ See, for example: <http://morfmanchester.blogspot.co.uk/p/binder-scheme.html>.

²⁰ See: www.lgbt.foundation/monitoring.

Abbreviations and acronyms

CILIP = Chartered Institute of Library and Information Professionals

DfE = Department for Education

EHRC = Equality and Human Rights Commission

HMRC = Her Majesty's Revenue and Customs

MA = Museums Association

This Newsletter was compiled by John Vincent, and all items are written by him, unless otherwise stated. Please send any comments or items for the next issue to:

John Vincent
Wisteria Cottage
Nadderwater
Exeter EX4 2JQ

Tel/fax: 01392 256045
E-mail: john@nadder.org.uk

April 2017