



# **Glasgow Women's Library**

## **Equality, Diversity and Inclusion Action Plan**

**2018-2022**

## **Glasgow Women's Library: Equality, Diversity and Inclusion Action Plan, 2018-2022**

Glasgow Women's Library is the only Accredited Museum in the UK dedicated to women's lives, histories and achievements, with a lending library, archive collections and innovative programmes of public events & creative learning opportunities.

**GWL's Vision** is of a world in which women's historical, cultural and political contributions to society are fully recognised, valued and celebrated by all.

**Our Mission** is to celebrate the lives and achievements of women, champion their historical, cultural and political contributions and act as a catalyst to eradicate the gender gap that contributes to widespread inequalities in Scotland.

### **Our Core Values**

**Empowerment:** Glasgow Women's Library provides a safe, friendly, empowering environment where women can access the information and opportunities they need to find their voice and discover the confidence to embrace new opportunities, take control of their own learning and personal development and to change their lives for the better.

**Addressing Inequalities:** We recognise that there are inequalities that create barriers for women to fully participate in many aspects of life. We will work with and for women to make Scotland a better place for all.

**Valuing All Women:** We value all women and work proactively and creatively to bring women together from diverse backgrounds, so that each individual shares a sense of equal ownership and belonging in this organisation and in order to invest in women's social and cultural capital to the benefit of our nation.

**Learning and Development:** We affirm that we are all learners and are committed to sustaining and supporting the personal growth of individuals, and to encouraging the development of skills, knowledge and self-confidence.

**Diversity and Inclusivity:** We are fully committed to diversity, respecting human rights and creating opportunities for inclusive access and participation across Scotland. We strive at all times to promote the achievement of individual potential, to operate transparently and to involve people across the organisation in decision-making.

**Openness and Respect:** We are committed to maximising the accessibility of our resources by ensuring that they are freely and widely available; by providing a courteous, friendly, professional and non-discriminatory service and by working to ensure that all our staff, Board Members, partners, volunteers, learners, users, donors and supporters treat each other and are treated with respect.

**Glasgow Women's Library aims to:**

- Advance the education of the general public by increasing the knowledge and understanding of women's history, lives and achievements.
- Provide information on a range of women's and gender equality issues.
- Enable women, particularly the most vulnerable and excluded in society, to access the information, resources and services they need to make positive life choices.
- Break down barriers to learning and participation for women so that they become fully active citizens, develop skills and knowledge, engender self-confidence and equip themselves to pass on their experience to benefit their families and broader communities.
- Be a catalyst for change by taking a lead role in redressing the neglect of women's historical and cultural contributions to Scottish society.
- Pioneer new ideas of, and approaches to, culture and heritage that bring together people from the most diverse backgrounds.
- Invest in women's social, cultural and creative capital to the benefit of our nation.
- Increase our financial independence.
- Provide the highest quality service to all visitors, audiences, users and enquirers.

## Introduction

Equality, Diversity and Inclusion (EDI) are intrinsic, non-negotiable values throughout Glasgow Women's Library. They underpin every aspect of GWL's work as a unique organisation serving the needs of broad audiences throughout Scotland, and form the basis of our key framework documents: the Strategic Plan, Business Plan and Learning Policy.

The principles of Equality, Diversity and Inclusion are shared across the organisation, from members of the Board of Directors, the paid staff cohort to volunteers, with a shared belief in and commitment to the positive implementation of these values in our day-to-day work, along with constant striving for improvement. GWL recognises that our key aims can only be fully achieved if Equality, Diversity and Inclusion drive all aspects of our service delivery and development. Further, we also firmly believe that the more equal, diverse and inclusive an organisation is, the more everybody in our communities and our country benefits.

This Equality, Diversity and Inclusion Action Plan was compiled with the active involvement of the Board of Directors, the paid staff team and volunteers, some of whom are also event and project participants and learners at GWL. It presents an evidence-based current 'snapshot' of involvement across GWL of people with Protected Characteristics; Highlights where the priorities for action lie; Sets out the objectives for the period 2018-2021; and measures risk factors involved.

In writing this EDI Action Plan, GWL has produced a robust, positive and achievable strategy that will support the organisation, and hold it accountable, in its delivery of the highest quality work to the broadest possible audiences.

## Compiling the Action Plan...



## **Review of the Previous Action Plan**

The previous EDI Action Plan detailed five Objectives to work towards:

1. Ensure that the GWL team is truly equal, inclusive and diverse with high levels of awareness, skills and knowledge regarding EDI issues across the organisation
2. Ensure that all partner organisations and individuals external to the organisation working with GWL fully understand, support and adhere to GWL's EDI approach and commitments
3. To increase the number of local women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development
4. To increase the number of disabled women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development
5. To increase the number of BAME women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development

Within these Objectives, 14 targets were set, of which 11 were achieved with seven of these 11 surpassed. One example of exceeding performance is that, in relation to Objective Four above, although not originally cited as an action or target, GWL initiated two new accessible formats to its seasonal public events programmes: a large print version and an audio version, both easily available on the GWL website next to the PDF of the printed version of the programme. Further, GWL has also added image descriptions to describe content on its Social Media.

Some previous tasks and targets have now become fully embedded in standard GWL processes, such as the rolling programme of training to be delivered in house – 'This Is Who We Are' training is delivered at least bi-annually to each new intake of personnel and has also now also been extended to include a version aimed at the general public. This has resulted in personnel reporting a greater understanding of EDI issues and GWL Core Values. In addition, the EDI Action Plan is now part of the 'Working with GWL' process that all potential partners must adhere to in advance of embarking on joint projects or becoming part of the GWL public events programme.

The three targets that were not achieved in full were:

In relation to Objective 1, *Ensure that the GWL team is truly equal, inclusive and diverse with high levels of awareness, skills and knowledge regarding EDI issues across the organisation*: 'To upskill a team of between six-ten GWL new project participants during 2016-2017 as a precursor to developing and delivering bespoke EDI training to external agencies'. Although GWL exceeded its target in terms of developing and delivering bespoke EDI training to external agencies, this was undertaken primarily by two paid GWL staff members. The need for additional capacity and funding in order to equip project participants to train external agencies became clear during this process, and a funding bid to resource this will be submitted in September 2018.

In relation to Objective 5, *To increase the number of BAME women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development*: two targets were not fully achieved, 'Organise two specific activities per term with ESOL learners, starting with the 2016-2017 academic year;' and 'House 100-150 community language books by the end of 2017.' In relation to ESOL learners, as ESOL is only hosted at GWL, but its tutors, curriculum and teaching is provided by Clyde College, it is sometimes more challenging to effectively embed GWL events and activities in to the ESOL learning programme. However, at April 2018, a number of ESOL students are involved in making a new film in Community Languages to welcome visitors to GWL and this target will be carried through to this revised EDI Action Plan. In the case of community language books 90 have been secured, and in the absence of any acquisitions budget, GWL needs to rely on donations from publishers – continuing to increase the number of these will remain a priority.

## **Evidence and Current 'Snapshot' at GWL**

Glasgow Women's Library is governed and run by women (under Schedule 9, part 1 of the Equality Act 2010). The museum, archive and library collections, along with programmes of public events, are open to all, while some specific projects and activities target and are delivered to women only. Within this context, a breakdown of further Protected Characteristics at September 2018 is as follows:

### **Board of Directors**

Of eight Board Members, all completed the survey, responding:

- 100% of Board members describe their gender as Female.
- 0% of Board members consider themselves to be a Trans person.
- 37.5% of Board members identify as/come into the category of older women (37.5% aged 45-64; 0% aged 65+).
- 12.5% of Board members identify as/come into the category of younger women, (12.5% aged 16-24).
- 12.5% of Board members describe their sexual orientation as Lesbian/Gay; 12.5% Bisexual; 75% Heterosexual/Straight.
- 37.5% of Board members are in a marriage/civil partnership.
- 0% of Board members are currently pregnant or on maternity leave.
- 12.5% of Board members describe their ethnicity as Columbian; 12.5% as Asian/Asian Scottish/Asian British; 75% as White Scottish/British.
- Of 7 responses, 28.6% of Board members have a health condition or disability (of which 14.3% Hearing Impairment/Deaf; 14.3% other long-term/chronic condition).
- 12.5% of Board members describe their religion as Hindu; 12.5% Buddhist; 25% Church of Scotland; 50% No Religion.

### **Paid Staff Team**

Of 22 paid staff, all completed the survey, responding:

- 95.5% staff described their gender as Female; 4.5% as Male.
- 95.5% of staff do not consider themselves to be a Trans person; 4.5% prefer not to say.
- 27.3% of staff identify as / come into the category of older women (between the ages of 45-64 years; with 0% aged 65+).
- 0% of staff identify as / come into the category of younger women (aged 16-24).
- 68.2% of staff identify as Heterosexual/Straight; 22.7% identify as Bisexual; 9.1% identify as Lesbian/Gay.



- 27.3% are in a marriage or civil partnership.
- 0% of staff are currently pregnant or on maternity leave.
- 86.4% of staff identify as White Scottish/British; 4.5% identify as Asian/Asian Scottish/Asian British; 4.5% identify as White (Other): Gàidheal (Gaelic Speaker); 4.5% identify as Mixed or Multiple Ethnicity: White British and African-Indian.
- Of 21 responses: 28.5% of staff have a health condition or disability (19% have a mental health condition; 9.5% have other long-term or chronic condition); 66.7% of staff describe themselves as non-disabled; 4.8% prefer not to say.
- 86.4% of staff described their religion as 'no religion'; 4.5% described their religion as Pentecostal; 4.4% described their religion as Muslim; 4.5% prefer not to say.

### Volunteer Team

Of 88 volunteers, 46 completed the survey, revealing:

- 100% of volunteers describe their gender as Female.
- Of 44 responses, 97.7% of volunteers do not consider themselves to be a Trans person; 2.3% Prefer not to say.
- 41.3% of volunteers identify as/come into the category of older women (21.7% aged 45-64; 19.6% aged 65+).
- 21.7% of volunteers identify as/come into the category of younger women, (21.7% aged 16-24).
- Of 45 responses, 4.4% of volunteers describe their sexual orientation as Lesbian/Gay; 2.2% Pansexual; 2.2% Asexual; 15.6% Bisexual; 66.7% Heterosexual/Straight; 8.9% Prefer not to say.
- 21.7% of volunteers are in a marriage/civil partnership; 2.2% are widowed and 2.2% prefer not to say.
- 0% of volunteers are currently pregnant or on maternity leave.
- 2.2% of volunteers describe their ethnicity as African/African Scottish/African British; 4.3% Asian/Asian Scottish/Asian British; 2.2% Chinese/Chinese Scottish/Chinese British; 2.2% Irish; 80.4% White Scottish/British; 6.5% White Other (of which 2.2% White English; 2.2% Italian; 2.2% German); 2.2% Prefer not to say.
- Of 42 responses, 50% of volunteers have at least one health condition and/or disability; Cognitive or learning disabilities 9.5%; Hearing impairment/Deaf 7.1%; Mental health condition 26.2%; Physical disabilities 9.5%; Visual impairment 2.4%; Other long-term/chronic condition 14.3%; 9.5% Prefer not to say. 16.7% of volunteers selected multiple health conditions and/or disabilities.

- 10.9% of volunteers describe their religion as Church of Scotland; 8.7% Roman Catholic; 2.2% Baptist; 2.2% Agnostic; 2.2% Buddhist; 6.5% Prefer not to say; 67.4% No religion.

#### Audience (learners, visitors, project users, supporters)

It is not possible to gather detailed profile data for each and every visitor, project user and event participant, however GWL has built its own bespoke CRM Monitoring and Evaluation system to measure and analyse data gathered from attendees at our public and learning programme events and activities, and from other groups with which we meaningfully engage. The following percentages are based on the information gathered from monitoring and evaluation forms submitted.

#### Gender

Female	90%
Male	3%
Non Binary / Trans / other	7%

#### Age (we have not included children)

16-24	12%
25-44	42%
45-65	28%
65+	18%

#### Sexuality

Heterosexual / straight	72%
Gay / Lesbian	12%
Bisexual	14%
In another way	2%

#### Ethnicity

76% identified as White Scottish / White British.

The remaining 24% self-identified from 32 categories of ethnicity description based on the Census, including:

African/African Scottish/African British:	1%
Black/Black Scottish/Black British:	2%
Caribbean/Caribbean Scottish/Caribbean British:	1%
Indian/Indian Scottish/Indian British:	3%

Pakistani/Pakistani Scottish/Pakistani British:	1%
Chinese/Chinese Scottish/Chinese British:	1%
Irish:	3%
White Other Non-British:	10%
Other:	2%

Disability (please note that these percentages total more than 100% since people can have more than one disability)

Learning disability:	4%
Mental Health Condition:	16%
Non-disabled:	70%
Physical Impairment:	4%
Sensory Impairment:	3%
Other disability / impairment / long-term / chronic condition:	6%

#### Socio-economic group

This is more difficult to gather data to be specific about, but as we are based in the heart of a community that is in the top 5% most deprived in Scotland, it is probably reflective that 37% of our library 'borrowers' identify as 'low income / unwaged / student.'

#### Locality

Our visitors come from around the world and around the corner and data reflecting geographic spread will differ between figures for visitors to the museum and those attending specific events / learning activities. However, the breakdown for visitors is as follows:

- Glasgow 34%  
(of these, 21% are from our immediate neighbourhood - 7% of overall visitors)
- Rest of Scotland 29%
- Rest of the UK 16%
- International 21%

GWL undertakes targeted project development, delivers dedicated events, and houses archive and museum collections that focus on, or are of particular interest to, specific groups, for example: a Lifelong Learning project aimed at BAME women; *Collect:if*, a dedicated project supporting Women of Colour creatives; daily ESOL classes; the occasional production of an LGBTQIA Zine 'Hens Tae Watch Oot Fur', produced by GWL's in house group; the housing of the UK national Lesbian Archives and several collections relating to groups with Protected Characteristics across the Equality, Diversity and Inclusivity spectrum;

the provision of an Adult Literacy project; and projects aimed at expanding horizons and increasing the cultural and social capital of women, for example 'Seeing Things'.

GWL is located in an area of social-economic deprivation and includes local people among its volunteer team, active and regular project participants, and audiences for public events.

Across the categories of Protected Characteristics, monitoring and evaluation evidence gathered suggests that, on the whole, GWL performs well within the confines of restricted capacities in some areas.

To determine the direction and priorities of this Action Plan, 17 people from across the organisation, including Board members, paid staff and volunteers, were actively engaged in a one-day session. Objectives have been set taking into account the organisation's Strategic Plan, Business Plan, Learning Policy, SWOT analysis, projects and services provided, and current EDI performance. The Objectives therefore broadly focus on the Protected Characteristics of Disability, Race / Ethnicity and Local Women (Socio-economic Deprivation).

## SWOT Analysis

Strengths	Weaknesses
<p>GWL has strong standing as a sector leader in EDI work and is regularly cited as a model of good practice, with case studies often highlighted by, for example: Creative Scotland, Museums Galleries Scotland, Glasgow City Council, the Museums Association and others</p> <p>Creative Scotland values GWL's EDI work, and has requested our input into training staff and other organisations in the sector</p> <p>GWL delivers projects funded by Equality Funds from Glasgow City Council and the Scottish Government</p> <p>A strong reputation for delivering consistently diverse, innovative, inclusive creative and learning programmes</p> <p>Already have robust frameworks and procedures in place that forefront EDI issues: Strategic Plan, Business Plan, Learning Policy, 'This is Who We Are' Values training for all new personnel across the organisation</p>	<p>Barriers to full access exist: lack of onsite child care, no translation / interpretation services, no routine BSL signing at events, no GWL promotional materials in community languages</p> <p>There are lack of capacity issues to fully respond to multiple / complex needs</p> <p>Lack of dedicated budgets to work with people with some specific Protected Characteristics, for example LGBTI</p> <p>The lending library collection is not fully accessible, with some shelves at a height beyond the reach of wheelchair users</p> <p>Aspects of the building require attention to make them more fully accessible, for example some doors are heavy, there is no fixed prayer / spirituality room</p> <p>Significant gaps in digitised materials</p> <p>GWL's location is more difficult to travel to by public transport for people based in some areas of the city, for example the South Side</p>

<p>Board and staff team is equipped with high levels of knowledge and experience relating to EDI issues</p> <p>GWL takes a proactive approach to improving EDI performance</p> <p>The donor determined GWL collections (library, archive and museum) are abundant with materials about EDI</p> <p>The newly refurbished building is accessible, with lift access, induction loop, accessible toilets and access ramps</p> <p>GWL operates a self-defining pricing system for events, with most events free to access, along with initiatives such as Pay it Forward</p> <p>In house fluent speakers of community languages among paid staff team members, including Urdu, Punjabi, Arabic, Gaelic and French, while the volunteer team comprises speakers of a further ten languages including German, Farsi, Tigrinya, French, Greek, Polish, Italian, Gaelic, Dutch and Cantonese</p> <p>On site, free provision of dedicated, cross-organisational services: Adult Literacy and Numeracy Project, BAME Women's Project, LGBTQI+ focussed Project, Volunteer support and development</p>	<p>Lack of a stock budget, so no opportunity to buy books where there are gaps, such as those in community languages</p> <p>GWL's income is above the limit for some funding opportunities</p> <p>Demand from external organisations for support and training with their EDI needs is not matched by GWL's capacity to deliver</p>
--	--

<p>project, daily ESOL classes, staff fluent in other community languages</p> <p>Understanding of and commitment to person-centred, intersectional approaches in our work</p> <p>Explicitly values-led organisation rooted in EDI and committed to transparency in its policies and processes</p> <p>Excellent partnership working track record with diverse organisations across many sectors</p> <p>GWL delivers training on EDI to external organisations</p> <p>GWL has national 'reach', with accessible programmes of creative learning</p> <p>Strong BAME community outreach programmes with some communities in Glasgow</p> <p>GWL is located in the heart of Glasgow's East End, an area of socio-economic deprivation, with high levels of support, sense of ownership and engagement from the local community</p>	
--	--

<p>GWL's bespoke monitoring and evaluation tool, LOL, can evidence and measure the organisation's EDI performance</p>	
Opportunities	Threats
<p>Potential for GWL to secure Intellectual Property Rights on materials and resources related to EDI, for example the Inspired! Palette and LOL</p> <p>Strong commitment to equalities from the Scottish Government and funders such as Creative Scotland and Glasgow City Council means that there may be increased opportunities for equalities / gender related projects, or to provide capacity for child-care, interpretation or translation</p> <p>The name 'Glasgow Women's Library' could be reviewed in the context of it being a 'misnomer'</p> <p>A revised Strategic Plan opens up the opportunity and commitment for GWL to play a more active role in sector change-making</p> <p>Increased use of technologies to widen reach to audiences</p>	<p>Changes in political administrations may mean decreased support for equalities</p> <p>Misperceptions about what GWL is and does</p> <p>Misogyny and sexism are pervasive in society</p> <p>The Heritage / Library / Museums / Arts Sector is particularly vulnerable to funding cuts, sometimes seen as a 'luxury'</p> <p>Public sector funding is under pressure, threatening the amount of grant available to voluntary organisations and resulting in 'stand still' budgets with funding award packages</p> <p>GWL's uniqueness and innovative approaches to addressing inequalities is not fully comprehended or valued by all funders or by some colleagues across key sectors such as museums</p>



<p>GWL is a model of a Library / Museum / Arts organisation that changes lives for the better</p> <p>Opportunities to develop new tools to capture data and measure Socio-Economic impacts</p>	<p>A misperception by funders, the public and other stakeholders that GWL's recent / ongoing successes mean that the organisation is doing so well that it no longer needs grant support, public funding or financial support from individual donors to develop or sustain its services</p> <p>Economic and political uncertainty: post Brexit, and in the context of a potential second Independence Referendum for Scotland</p> <p>The global rise of right wing values and behaviours potentially undermines EDI gains</p> <p>The threat of digital attacks in terms of Social Media trolling and online presence may increase in line with GWL's rising profile</p> <p>Two out of three local train stations, including the nearest one, are not accessible</p>
--	---

## Original Objectives: 2019/2020

Objectives	Lead	Tasks	Targets	Measures of Success	Actual Performance
Ensure that the GWL team, comprising Board Members, paid staff and volunteers, is truly equal, inclusive and diverse with high levels of awareness, skills and knowledge regarding EDI issues across the organisation	Sue John, Enterprise Development Manager	<p>Annual anonymous Protected Characteristics profile gathering survey for all personnel: Board Members, paid staff and volunteers. Appropriate support will be offered to volunteers if needed</p> <p>Review and address where possible the Protected Characteristics profile gaps within Board, Paid Staff and Volunteer Teams, implementing revised recruitment and selection processes and mentoring schemes if necessary</p> <p>Deliver 'Equality in Progress' (EiP) Training to all personnel across the organisation, with this being mandatory for Board Members and paid staff</p>	<p>Anonymous Protected Characteristics Survey to be circulated to personnel annually at the end of June, with a target of at least an average of 70% completion rate overall</p> <p>New anonymous Equal Opportunities monitoring form to be instigated for applicants as part of the recruitment process for Board Members and paid staff by December 2018, informing a reflection / strategy on publicising job or board opportunities</p> <p>One 'Equality in Progress' (EiP) training session to be delivered by 31<sup>st</sup> July 2019 to Board and staff members; and a further one by 31<sup>st</sup> March 2020; with a target of 80% of volunteers to have</p>	<p>Board, Paid Staff and Volunteer Teams become more representative across all Protected Characteristics Groups</p> <p>The GWL Team is well trained in EDI and has greater understanding of EDI in the context of the museums, arts and heritage sectors</p>	<p>At December 2019: the 2019 Anonymous Protected Characteristics Survey complete, and target exceeded; June 2020 Survey deadlined for action</p> <p>At December 2019: New Anonymous Equal Opportunities data gathering system has been successfully implemented for the recruitment of two posts at application submission stage. Feedback will be reviewed, and appropriate suggestions for improvement in recruitment practices implemented by July 2020</p>

			received the training by 30 <sup>th</sup> September 2020		<p>At December 2019: Volunteers are now only recruited from EDI priority target groups</p> <p>The EiP Board and staff training session will take place by September 2020 due to staff capacity deficits</p>
Ensure that all partner organisations and individuals external to the organisation, in working with GWL, fully understand and support GWL's EDI approach and commitments	<p>Laura Dolan and Katie Reid, Production Co-ordinators</p> <p>Rachel Thain-Gray, Development Worker</p>	<p>The delivery of bespoke 'Equality in Progress' (EiP) Training by GWL to a range of cultural sector organisations on EDI issues</p> <p>Proactively identify and record models and examples of EDI good practice that GWL can learn from and that can help GWL to meet its EDI Objectives</p> <p>Proactively invite potential partners to the public 'This Is Who We Are' sessions</p>	<p>Deliver 'Equality in Progress' (EiP) training to staff from three external cultural organisations in 2018-2019; four such organisations in 2019-2020; and five more in 2020-2021</p> <p>Upskill a team of six new participants during 2019-2020 to deliver 'Equality in Progress' (EiP) training to external agencies</p> <p>A comprehensive and up-to-date log of good</p>	<p>EDI awareness and its value to all is more greatly understood and proactively demonstrated by partner organisations across the cultural sectors</p> <p>'Equality in Progress' (EiP) training delivery to external organisations becomes sustainable for GWL</p> <p>GWL is able to further expand its EDI ambitions, influenced by</p>	<p>Target exceeded for 2018-19 and 2019-20.</p> <p>At December 2019: EiP training was delivered to: Publishing Scotland; The Scottish Poetry Library; Horizon 2020 POEM (Participatory Memory) network; Glasgow Life Festivals Team; Historic Environment Scotland; Digit!; The David Livingstone Centre; Canongate;</p>

			practice models set up by July 2019	external organisations	<p>Scottish Sculpture Workshop; Ashoka UK; and The Scottish Civic Trust</p> <p>In addition, Decoding Inequality training was delivered to: Paisley Museum; and the David Livingstone Centre</p> <p>In terms of upskilling a team of six new participants to deliver EiP training, funding is currently being sourced to facilitate this</p> <p>At December 2019: A log of good practice models has been started in Appendix Three</p> <p>At December 2019: five successful public This is Who We Are sessions have been delivered, including a dedicated session for potential partners</p>
--	--	--	-------------------------------------	------------------------	---

To increase the number of local women (in the G40 postcode – Bridgeton, Calton and Dalmarnock) actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development	Adele Patrick, Creative Development Manager	Undertake active and targeted face-to-face contact with local people, businesses and organisations to coincide with GWL's seasonal Events Programme launches	<p>Devise a contact list of relevant local businesses and organisations, including Social Media handles by Summer 2019</p> <p>Hold a stall on Bridgeton Market in relation to the launch of each new Events Programme</p> <p>Designate at least two places each for the drop off of leaflets and Events Programmes to staff and regular volunteers, covering between 30-40 local businesses and organisations each time</p>	<p>Local community businesses, organisations and individuals have a better understanding of GWL' work</p> <p>More local people attend events and visit GWL, evidenced by monitoring of postcode</p> <p>More local women become volunteers and community champions of GWL</p>	<p>At December 2019: A one-mile radius exercise has been completed to map local businesses and organisations, with a series of meetings held with representatives</p> <p>At December 2019: Bridgeton Market stalls have been active for the launch of each Events Programme</p> <p>At December 2019: Events Programmes and leaflets are being taken out by staff and volunteers as planned</p> <p>The launch of the Spring 2020 Programme in February 2020 is focussed on an Open Day, showcasing several local organisations</p>

					and aimed at local people in particular
To increase the number of disabled women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development	Adele Patrick, Creative Development Manager; Sue John, Enterprise Development Manager	<p>Improve accessibility to GWL's online and physical environments, and to learning programmes, events and collections</p> <p>The delivery of training to GWL personnel in subtitling and audio description</p> <p>A new project, Decoding Inequality will ensure accessible interpretation of object displays, based on a new intersectional feminist approach</p>	<p>Achievable physical environment accessibility improvements to the building will be identified and costed by December 2018, with timescales for fundraising and completion detailed</p> <p>50% of paid staff to be trained in subtitling in 2018-2019 by Stagertext</p> <p>The Decoding Inequality resulting exhibition to be launched in January 2019 will be fully audio described</p> <p>A strategy will be put in place for future audio describing of exhibitions and BSL signing of events by December 2019</p>	<p>Improved accessibility across the organisation</p> <p>More disabled women attend events, visit GWL and are able to become more involved</p>	<p>At December 2019: Achievable physical environment accessibility improvements have been completed, and detailed in Appendix Four, with other general improvements to programming and service provision. Timescales and costings for the next phase of physical improvements have been agreed and will be completed by July 2020</p> <p>At December 2019: 50% of paid staff were trained in subtitling in 2018-2019 by Stagertext</p> <p>At December 2019: The Decoding Inequality exhibition was not audio described</p>

					<p>due to lack of staff capacity, although the script has been written</p> <p>At December 2019: GWL's Active Welcome Cluster has completed its strategy for future audio describing of exhibitions, BSL signing and Live Subtitling of events</p> <p>At December 2019: The GWL Seeing Things Group has developed accessibility information for each of its trips and proactively feeds back to partner organisations about accessibility experiences on the Seeing Things trips</p>
To increase the number of BAME women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development	Syma Ahmed, BAME Development Worker	Increase and formalise interaction with the City of Glasgow College ESOL provision, hosted at GWL	Invite the ESOL Tutor/s to attend a GWL 'This Is Who We Are' session at the earliest opportunity in the new academic year	ESOL learners have increased active engagement with the learning programme and collections	At December 2019: Sessions have taken place with ESOL learners to define needs outside of ESOL

		<p>Continue the support of <i>Collect:if</i></p>	<p>Instigate an induction process into GWL, its work and latest Events Programme for each ESOL class at the start of every term, starting in January 2019, to be undertaken by GWL staff and volunteers</p> <p>By July 2019, consult with ESOL Tutors / City of Glasgow College regarding the potential for inputting of content and / or materials in to the ESOL curriculum by GWL</p> <p>Aim for 25% of ESOL students to be GWL Borrowers by July 2019</p> <p>Support at least two <i>Collect:if</i> events per year</p>	<p>The ESOL curriculum is more EDI focussed</p> <p>BAME women gain confidence, increased opportunities and reduced sense of isolation</p> <p>Increased numbers of BAME women attend events</p> <p>Increased visibility of BAME artists and writers to broader audiences</p>	<p>provision, with a small increase in the numbers of GWL Borrowers and event attendees</p> <p>At December 2019: An induction process into GWL has been instigated and continues as planned</p> <p>At December 2019: <i>Collect:if</i> support continues, with one exhibition and one event led by <i>Collect:if</i> members delivered to date</p>
--	--	--	---	---	--



## **Collecting Data and Benchmarking**

Glasgow Women's Library consistently measures the impact of its work with individuals and groups. This information is captured on an ongoing basis through a wide range of methods including recording the uptake, retention and levels of participation at all events and activities.

GWL has built its own unique, bespoke and comprehensive CiviCRM Monitoring and Evaluation tool called Library Out Loud (LOL), a depository used by staff to input quantitative and qualitative Monitoring and Evaluation data gathered from each event and day-to-day visits, activities and enquiries to GWL.

GWL's methods of gathering information related to benchmarking include: consultation events and projects (such as previous initiatives #GWLHearsMe #GWLNeedsYou and #MyMuseum); Monitoring and Evaluation forms capturing feedback and data after each event; group and individual verbal feedback; Social Media - blogs, email, Twitter, Facebook and website feedback; third party feedback (e.g. from partners with whom we work); photo and video recordings of events; Visitors' Book; Tracking Borrowers' Numbers, data and trends; case studies; one-to-one meetings with volunteers; staff supervision; and a wide range of other instances to capture and share information that will help to assess GWL's work on an ongoing basis.

This approach to Monitoring and Evaluation gives valuable data needed on demographics, whether GWL's target audiences and learners are participating, the extent and quality of GWL's impact on changing people's lives for the better and GWL's performance in relation to achieving project outcomes.

Different aspect of GWL's work is funded by up to ten different project funders at any one time and LOL enables the organisation to review performance using feedback from users, learners, audiences, visitors and volunteers, and assess this against the targets and milestones set and, based on this reflection, professionally plan successive seasons' programmes with any necessary adjustments.

Objective / Target	Risk	Likelihood	Impact	Score	Action Required to Mitigate Risk
<p><u>Risks associated with the Objective:</u>  <u>Ensure that the GWL team is truly equal, inclusive and diverse with high levels of awareness, skills and knowledge regarding EDI issues across the organisation</u></p> <p>Anonymous Protected Characteristics Survey to be circulated to personnel annually at the end of May, with a target of at least a 75% completion rate overall</p> <p>New anonymous Equal Opportunities monitoring form to be instigated for applicants as part of the recruitment process for Board Members and paid staff, aiming for 70% response rate per post</p> <p>One 'Equality in Progress' (EiP) training session to be delivered by 31<sup>st</sup> March 2019 to Board and staff members; and a further one by 31<sup>st</sup> March 2020; with a target of 80% of volunteers to have received the training by 30<sup>th</sup> September 2020</p>	<p>Survey response is too low and the target is not met, failing to provide a full enough context on which to build this Objective</p> <p>Response rate is too low and the target is not met, failing to provide a full enough context on which to build this Objective</p> <p>The target percentage for volunteers is not met</p>	<p>1</p> <p>2</p> <p>2</p>	<p>5</p> <p>5</p> <p>4</p>	<p>5</p> <p>10</p> <p>8</p>	<p>Pre-survey discussions across Board, staff and volunteers meetings will prepare personnel, answer queries and encourage participation</p> <p>Ensure ease of completion through a simple anonymous Google Survey link</p> <p>The role of the Volunteer Co-ordinator will provide a key link in meeting with volunteers to underline the importance of this training and its relevance to working at GWL, and also to highlight the value of this as a professional development opportunity for individuals in terms of future job applications and general skills development</p>

<p><u>Risks associated with the Objective:</u>  <u>Ensure that all partner organisations and individuals external to the organisation, in working with GWL, fully understand and support GWL's EDI approach and commitments</u></p>					
<p>Deliver 'Equality in Progress' (EiP) training to staff from three external cultural organisations in 2018-2019; four such organisations in 2019-2020; and five more in 2020-2021</p>	<p>Lack of take up or interest in GWL's EiP Training</p>	2	5	10	<p>Use the widest possible networks across Scotland's cultural, heritage, arts and creative communities to promote EiP training; work with specialist partners</p>
	<p>Overwhelming take up or interest in GWL's EiP Training</p>	3	4	12	<p>Write a Business Plan to ensure sufficient capacity to meet demand, protect GWL's IP, and to address sustainability issues</p>
<p>Upskill a team of six new participants during 2019-2020 to deliver 'Equality in Progress' (EiP) training to external agencies</p>	<p>Too few show an interest in participating in the process of skills development to be trainers in EiP</p>	2	5	10	<p>Learning Programme and Volunteer Development are a proactive catalyst to engage women in GWL's work and participation in proactive equalities campaigns</p>
	<p>Overwhelming number of women show an interest in participating in the process of skills development to be trainers in EiP</p>	3	3	9	<p>Manage expectations and encourage involvement across the organisation through project work via the volunteering programme</p>
	<p>Data is not inputted and / or is unused</p>	2	5	10	

A comprehensive and up-to-date log of good practice models set up by December 2018					Ensure clarity of responsibility for this task and proactively review results at Team Meetings
<u>Risks associated with the Objective:</u> <u>To increase the number of local women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development</u>					
Devise a contact list of relevant local businesses and organisations, including Social Media handles by Summer 2019	List may quickly become out of date and / or remain unused	2	5	10	Ensure clarity of responsibility for this task and proactively review it at Team Meetings
Hold a stall on Bridgeton Market in relation to the launch of each new Events Programme	Lack of capacity and / or confidence within the staff and volunteer teams to publically interact in this way	1	5	5	Ensure that staff and volunteers are trained, encouraged and supported, and that at least three personnel are present each time
Designate at least two places each for the drop off of leaflets and Events Programmes to staff and regular volunteers, covering between 30-40 local businesses and organisations each time	Reluctance from community partners to take GWL publicity	2	5	10	Use GWL 'champions' that are already local, to be advocates; and offer a reciprocal exchange of publicity for promotion of partners' services at GWL
<u>Risks associated with the Objective:</u> <u>To increase the number of disabled women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development</u>					

Achievable physical environment accessibility improvements to the building will be identified and costed by December 2018, with timescales for fundraising and completion detailed	Planning Permission / Building Control requirements frustrate and delay the process; capital funding is not raised	3	5	15	Draw upon expertise available in the GWL Board Team, which includes an Architect; break down capital funding needs in to smaller, more achievable targets
50% of paid staff to be trained in subtitling in 2018-2019 by Stagertext	Percentage target is not reached and / or this does not translate in to actual subtitling of material by staff	1	5	5	Ensure that staff are fully prepared for, accept and support this target / Objective
The Decoding Inequality resulting exhibition to be launched in January 2019 will be fully audio described	Deadline delays and / or lack of Project capacity results in the exhibition not being fully audio described	1	5	5	The Project will be well managed by the Development Worker, and any risks notified to Senior Management at the earliest opportunity
A strategy will be put in place for future audio describing of exhibitions and BSL signing of events by December 2019	The costs involved may be prohibitive in terms of full achievement	3	5	15	Identify possible sources of funding; upskill staff and volunteers in audio description; look at mutually beneficial partnership working arrangements regarding BSL provision
<u>Risks associated with the Objective:</u> <u>To increase the number of BAME women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development</u>					

Instigate an induction process into GWL, its work and latest Events Programme for each ESOL class at the start of every term, starting in January 2019, to be undertaken by GWL staff and volunteers	GWL's Academic Partner, Glasgow College, may not have long-term resourcing to continue to deliver the ESOL courses	1	5	10	If there are no 'resident' ESOL learners, then this need changes; to continue to involve other / external ESOL learners, GWL can work with the ESOL Forum, with who it already has contact
By July 2019, consult with ESOL Tutors / City of Glasgow College regarding the potential for inputting of content and / or materials in to the ESOL curriculum by GWL	There may be no room in the ESOL approved curriculum for such input	3	5	15	A more informal approach by GWL to the College of an 'extra-curriculum' offer can be adopted, enabling a voluntary take up by ESOL students
Aim for 25% of ESOL students to be GWL Borrowers by July 2019	Percentage target is not reached	1	3	3	The Librarian can play a pro-active role in this process, highlighting the new collection of Community Language texts as well as English based texts
Support at least two <i>Collect:if</i> events per year	<i>Collect:if</i> numbers may fall off	3	5	15	Ensure capacity and clarity of responsibility for facilitating this task

## **Appendix One - Consultation and Participation Session**

### **Cross Organisational Meeting of Board Members, Paid Staff and Volunteers, 30<sup>th</sup> August 2018**

**Present:** Wendy Kirk, Adele Patrick, Deborah McGeachy, Syma Ahmed, Kirsten Alexander-McGarry, Rebecca Jones, Rachel Thain-Gray, Katie Young, Rosie O'Grady, Laura Dolan, Sue John, Nicki Chung, Katie Reid, Jeanette Lang, Dorothy Sichi, Jo Gray, Karen Birch.

**Session Aim:** To review the EDI Action Plan 2017-2020; to undertake a revised SWOT analysis regarding Equality, Diversity and Inclusivity; to establish and finalise new Objectives.

All images from EDI Action Planning sessions involving GWL Board, paid staff, sessional workers, volunteers and service users

Appendix Two - EDI Action Plan Template 2020/2021/2022 (Updated on 16th March 2022)

Objective	Task	Date	Lead	Measures of success	Actual performance
<p><b>To increase the number of disabled women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development</b></p> <p><u>As part of GWL's new d/Deaf and Hard of Hearing Strategy:</u></p> <p>To encourage interested GWL staff and Front of House (FoH) volunteers to learn and practice basic BSL signs and finger spelling</p>	Improve accessibility to GWL's online and physical environments, and to learning programmes, events and collections	From 1 <sup>st</sup> April 2020 and ongoing	Sue John; Adele Patrick	<p>Improved accessibility across the organisation</p> <p>More disabled women attend events, visit GWL and are able to become more involved</p>	<p>During Summer/Autumn 2020, GWL worked with writer Gillian Shirreffs who delivered six virtual workshops for women with chronic pain. Half of attendees were new to GWL, and 90% described themselves as having a health condition or disability.</p> <p>During Nov 2020 - March 2021, GWL worked in partnership with RAMH (Recovery Across Mental Health) in Renfrewshire to support a group of women with lived experience of mental health conditions to contribute to this local women's history project with plans to participate in final exhibition in Sept 2021.</p>
		From 1 <sup>st</sup> April 2020 and ongoing	ALN Team		<p>Lockdown and increase of digital capacity has allowed the ALN team to work with women whose disability means that they are unable to attend in-person learning sessions, and the team has developed a way of working over Zoom with women who are housebound. Referrals from Glasgow Disability Alliance have increased over the past year.</p>
	For 15 minutes prior to each fortnightly Team Meeting there will be an offer of informal practice and revision of basic BSL phrases and finger spelling to interested staff, so that they are confident in using some basic BSL	From 1 <sup>st</sup> April 2020 and ongoing	GWL's Active Welcome Cluster		<p>Finger spelling sessions scheduled to be held at Staff Team Meetings have been postponed due to meeting on Zoom rather than in person.</p> <p>The Active Welcome Cluster is instead planning on putting together a video of more specific and directed signs that they can share with staff and volunteers. This will be completed after the finalisation of BSL videos with Deaf Action and</p>



	<p>if this might be helpful for visitors</p> <p>GWL will produce a short film where confident team members will go through key BSL signs and finger spelling which will be available to the FoH volunteer team to watch, learn and practice</p>	Completed by September 2020	GWL's Active Welcome Cluster		<p>consultation from Alison Smith - the Cluster will pick this up from May 2022 onwards.</p> <p>At March 2022, the Visual Guide to GWL is in the process of being created.</p>
<p>Make all film screenings at GWL accessible to D/deaf and hard of hearing audiences</p>	<p>Work with partners to ensure that films are shown with subtitles as a standard provision at GWL</p> <p>Every film screening listed on the GWL website will have information on whether it is subtitled</p>	Ongoing from 1 <sup>st</sup> April 2020	<p>All: Production Co-ordinators; Development Workers; GWL's Active Welcome Cluster</p>		<p>Since mid-March 2020, in-person events, including film screenings, have been paused due to Covid-19. However it is now standard practice for GWL to subtitle all films that it makes, along with film content within exhibitions. Audio Descriptions are also added where possible. When working with partners who are applying for funding, or applying ourselves, we are committed to include costs for audio description, including in exhibitions.</p> <p>At March 2022, all GWL Programmes include an audio version on the GWL website, for example: <a href="https://womenslibrary.org.uk/2022/02/03/spring-programme-events-at-a-glance-2/">https://womenslibrary.org.uk/2022/02/03/spring-programme-events-at-a-glance-2/</a></p> <p>Accessibility information is included on GWL's website for each event in the programme.</p> <p>In November 2020, the <i>Memory is a Weapon</i> online event was BSL interpreted.</p>

Make audio content within exhibitions at GWL accessible to D/deaf and hard of hearing audiences	Provide audio transcripts for any audio as part of exhibitions at GWL	Ongoing from 1 <sup>st</sup> July 2020	Production Co-ordinators; Active Welcome Cluster		It is now standard practice for GWL to discuss the need to create audio transcripts for any audio in exhibitions in the early planning stages with partners.
Ensure that the access equipment at GWL is actively used	<p>Microphones will be used in the main events space to support the built in induction loop</p> <p>The portable induction loop is visible at Front of House and all Front of House volunteers are trained in using it</p> <p>Signs for the induction loops are present in the events space and at Front of House and in each event introduction the induction loop is mentioned</p>	All ongoing from 1 <sup>st</sup> April 2020	All: Production Co-ordinators; Volunteer Co-ordinator; Facilities Management Officer		<p>The Front of House team of staff and volunteers are regularly trained in using the access equipment at Front of House.</p> <p>Microphones are used by default in GWL's main Events Space and the induction loop is mentioned in all event welcomes. The induction loop is highlighted in our accessibility page on the website.</p>
Ensure that GWL's new online video content is accessible for D/deaf and hard of hearing audiences	<p>All new online moving image work is subtitled</p> <p>Staff members are trained in subtitled and have refresher sessions</p>	<p>Ongoing from 1<sup>st</sup> April 2020</p> <p>Ongoing from 1<sup>st</sup> April 2020</p>	Digital and Marketing Officer; Volunteer Co-ordinator		<p>Subtitling refresher sessions took place in March 2020.</p> <p>10 volunteers were trained in subtitling between April-December 2020; a further six volunteers have been trained in subtitling since January 2021.</p> <p>All videos and animations uploaded to our website are subtitled, including recent <i>Readers of Colour Recommends</i> (July 2020), and the series of films in collaboration with AMINA: Muslim Women's Resource Centre that were shown online as part of</p>

					<p>16 Days of Activism to End Violence Against Women and Girls (Dec 2020).</p> <p>GWL has secured dedicated funding to have Stagetext Live Captioning at 10 online events in Autumn 2020 and Spring 2021.</p> <p>GWL provides Otter.ai automated captioning for all online events from December 2020 onwards.</p>
Aim to encourage ownership of GWL collections by BSL users	<p>Source dedicated funding to provide an introductory BSL signed visit to GWL and our collections for BSL users</p> <p>Develop GWL's collections by actively encouraging attendees to donate an item to the archive</p>	<p>By December 2020</p> <p>From 1<sup>st</sup> April and ongoing</p>	<p>GWL's Active Welcome Cluster</p> <p>Librarian; Archivist; Museum Curator</p>		<p>GWL secured funding to create four BSL videos that introduce the Library's work and collections to BSL users. The videos are being made by Deaf Action and are now completed, at March 2022.</p> <p>Due to Covid-19 the visit will become a virtual '<i>This is Who We Are</i>' event including a virtual tour in March 2021. More information below.</p>
To make tours of the GWL building, and Heritage Walks, accessible to D/deaf and hard of hearing audiences	Provide (and make visible) transcripts for the regular building tours and the Women's Heritage Walks	From 1 <sup>st</sup> April and ongoing	GWL's Active Welcome Cluster; Volunteer Co-ordinator		<p>Large print transcripts of scripts are available at all Heritage Walks and mentioned in the walk introduction.</p> <p>The transcript for the general GWL tour will be completed by 31<sup>st</sup> December 2022.</p>
Provide clear information about the general offer at GWL and its collections in BSL	Make a video in BSL of an introduction to GWL and permanent collections that is available on the website	From 1 <sup>st</sup> September 2020	GWL's Active Welcome Cluster		Videos to be completed by 31 <sup>st</sup> March 2021. The BSL interpreted ' <i>This Is Who We Are</i> ' virtual event will launch the videos in March 2021. Completed.

Provide information about GWL in a manner accessible to BSL users	Use the Contact Relay Service and brief all FoH team members in expecting calls from interpreters	From 1 <sup>st</sup> September 2020	GWL's Active Welcome Cluster		The Contact Relay Service was implemented in March 2021.
Be vocal in work with partners and creatives about making events accessible to D/deaf and hard of hearing with the aim to broaden awareness	<p>Talk to partners about GWL's Strategy and be active on Social Media in encouraging digital access</p> <p>Continue to consult and learn from the expertise of organisations around us</p>	From 1 <sup>st</sup> April and ongoing	Development Workers; Production Coordinators; Senior Managers; and GWL's Active Welcome Cluster		<p>GWL's EDI Action Plan, Strategic Plan and Core Values continue to be shared with partners (including within our 'Working With GWL' proposals process) to support discussions around access.</p> <p>Consultation from Alison Smith, Access Coordinator at SQIFF, is under way on our D/deaf and Hard of Hearing access strategy in January 2021.</p> <p>Continued communications with Stagertext for advice following the training received in 2018.</p> <p>Online <i>Story Cafe</i> event in December 2020 was subtitled using Stagertext</p> <p>Working with Shutter Hub in 2020, exhibition of 100 photographic images had to move online, hosted on Shutter Hub website. GWL led on ensuring that all images had image descriptions. This exhibition also included work by blind photographer – so the accessibility of the works for visually impaired was key and it was the first time that Shutter Hub hosted an exhibition with full image descriptions.</p> <p>Early 2022 - GWL staff worked with St. Vincent's centre for d/Deaf / hard of hearing people to deliver a range of workshops and training to support them in developing an HLF funded project about St. Vincent sign language. All workshops planned in partnership with St. Vincent staff will be delivered to d/Deaf / hard of hearing volunteers and will have sign language interpreter.</p>

					GWL has worked with Duncan of Jordanstone College of Art and Design to produce content for GWL's <i>Open the Door</i> literature festival. In 2021 and 2022 GWL worked with 2nd and 4th year students to produce images on social media. All students were trained in producing Image Descriptions for people with visual impairments accessing our website and social media content.
<b>Ensure that the GWL team, comprising Board Members, paid staff and volunteers, is inclusive and diverse with high levels of awareness, skills and knowledge regarding EDI issues across the organisation</b>	Annual anonymous Protected Characteristics profile gathering survey for all personnel: Board Members, paid staff and volunteers. Appropriate support will be offered to volunteers if needed	From 1 <sup>st</sup> April 2020 and ongoing	Sue John; Adele Patrick	Board, Paid Staff and Volunteer Teams become more representative across all Protected Characteristic Groups	The annual anonymous Protected Characteristics profile gathering survey was completed in October 2020 and 2021, with 2022 data to be submitted in Autumn 2022.
	Review and address where possible the Protected Characteristic profile gaps within Board, Paid Staff and Volunteer Teams, implementing revised recruitment and selection processes and mentoring schemes if necessary	From 1 <sup>st</sup> April 2020 and ongoing	Sue John; Board		New procedures have been instigated to collect anonymous data on the profiles of applicants for advertised posts, along with inviting their suggestions for improvements to the recruitment process at GWL. This will be analysed, discussed, and recommendations for actions implemented during 2021. In 2022, several suggestions have been implemented, including options for Zoom or in-person interviews; sending interview questions to shortlisted candidates in advance; confirmation of preferred pronouns in advance of interview.
	Deliver 'Equality in Progress' (EiP) Training to all personnel across the organisation, with this being mandatory for	From 1 <sup>st</sup> April 2020 and ongoing	Adele Patrick	The GWL Team is well trained in EDI and has greater understanding of EDI in the context	Covid-19 has impacted on this delivery, since it relies on in-person training rather than digitally delivered. A team wide meeting took place on 20 <sup>th</sup> April 2022 to look at training priorities and methods to create a comprehensive training rationale and

	Board Members and paid staff			of the museums, arts and heritage sectors	timetable across GWL (regularity, topics) and EiP will form part of this delivery.
<b>Ensure that all partner organisations and individuals external to the organisation, in working with GWL, fully understand and support GWL's EDI approach and commitments</b>	The delivery of bespoke 'Equality in Progress' (EiP) Training by GWL to a range of cultural sector organisations on EDI issues	From 1 <sup>st</sup> April 2020 and ongoing	Sue John; Adele Patrick	EDI awareness and its value to all is more greatly understood and proactively demonstrated by partner organisations across the cultural sectors	The scale of the delivery of EiP training has been impacted by Covid-19, with only limited opportunities to deliver this training digitally. Since April 2020, EiP training has been delivered: to Canongate (two sessions, each with 60 people based in Edinburgh and London); The Scottish Sculpture Workshop (two sessions, each with 12 people based in Lumsden, Aberdeenshire), Visible Fictions (two sessions) and Open Book (April 2022). In addition, at March 2022, additional personnel have been added to the EiP Training Team.
	Proactively identify and record models and examples of EDI good practice that GWL can learn from and that can help GWL to meet its EDI Objectives	From 1 <sup>st</sup> April 2020 and ongoing	GWL Team	GWL 'Equality in Progress' (EiP) training delivery to external organisations becomes sustainable	Good Practice Models of EDI in Action gathered by the GWL Team are listed in Appendix Three.
	Proactively invite potential partners to the public 'This Is Who We Are' sessions	From 1 <sup>st</sup> April 2020 and ongoing	GWL Team	GWL is able to further expand its EDI ambitions, influenced by external organisations	Due to Covid-19 the 'Working With GWL' proposals process was paused, and planned 'This is Who We Are' partner events postponed. A Blog post related to a previous 'This is Who We Are' event is now linked to the 'Working With GWL' proposals webpage for prospective partners' information.  Three 'This is Who We Are' sessions were delivered for new GWL team members in 2021-22.

<p><b>To increase the number of local women (in the G40 postcode: Bridgeton, Calton and Dalmarnock) actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development</b></p>	<p>Undertake active and targeted face-to-face contact with local people, businesses and organisations to coincide with GWL's seasonal Events Programme launches</p>	<p>From 1<sup>st</sup> April 2020 and ongoing</p>	<p>GWL Team</p>	<p>Local community businesses, organisations and individuals have a better understanding of GWL' work</p> <p>More local people attend events and visit GWL, evidenced by monitoring of postcode</p> <p>More local women become volunteers and community champions of GWL</p>	<p>GWL worked with Scotrail to install dedicated planters at Bridgeton train station platforms in November 2020 to attract attention to alight there to visit GWL, and to raise awareness locally. In addition, at March 2022, posters are being designed to be installed in the station in June 2022.</p> <p>Bridgeton Market Stall did not take place in 2020 due to Covid-19, however online programme flyers were shared with local organisations. Distribution of GWL programme publicity was reintroduced from Spring 2022.</p> <p>Partnerships continued with local organisations, for example, the exchange of craft materials for sanitary products with PEEK in Summer 2020.</p> <p>The GWL garden was maintained by volunteers, providing local green space for the community. Regular gardening sessions make visible GWL staff and volunteers' care for the local area.</p> <p>Representatives from two local organisations (Clem Sandison from the Alexandra Park Food Forest, Glasgow Community Food Network and the Soil Association; and Dania Thomas from the Ubuntu Women Shelter) spoke at a Green Cluster-organised Creative Carbon event in November 2020. This was aimed at local women.</p> <p>From February 2022, the Bridgeton Family Learning Centre uses GWL for meetings with local parents and are making referrals for volunteering and ALN support.</p> <p>Connection was made with local partner Church House to introduce their Marah Group, a group of local refugee women, to GWL. Conversation Cafes</p>
--	---	---	-----------------	--	---



					<p>will be held in March 2022 onwards with the Marah group and our ALN team.</p> <p>At March 2022, referrals and self-referrals from the local area to the ALN Project have increased by 10% over the past year.</p> <p>From July 2020 a connection has been established between GWL and two local organisations as part of the <i>Life Support</i> exhibition programme. GWL worked with Ubuntu Women's shelter to support a one month residency in the GWL building from October 2020 that included a workshop programme for women with no recourse to public funds (which includes refugees and asylum seekers). Since this residency GWL is working with Ubuntu to produce a full day of activities in the Summer of 2022 for people working and struggling with the hostile environment.</p> <p>GWL also worked with the Dennistoun branch of Living Rent - opening up the GWL space to host branch meetings, film screenings and one-to-one support sessions with women struggling under poor and unfair rental conditions.</p> <p>12% of volunteers recruited in 2021/2022 live in a G40 postcode.</p>
<p><b>To increase the number of BAME women actively participating in and meaningfully engaging with the Artistic Programme, Learning Projects and Collections Development</b></p>	<p>Increase and formalise interaction with the City of Glasgow College ESOL provision, hosted at GWL</p> <p>Continue the support of <i>Collect:if</i></p>	<p>From 1<sup>st</sup> April 2020 and ongoing</p>	<p>Sue John; Adele Patrick; BME Development Worker</p>	<p>ESOL learners have increased active engagement with the learning programme and collections</p> <p>The ESOL curriculum is</p>	<p>Communications with ESOL Tutors and Glasgow Clyde College have continued, although classes have been online / virtual due to Covid-19. In person classes have now resumed at GWL and GWL staff continue to sign-post learners to the classes.</p> <p>A student placement is working on the development of workshops which will become a future ESOL resource.</p>



				<p>more EDI focussed</p> <p>BAME women gain confidence, increased opportunities and reduced sense of isolation</p> <p>Increased numbers of BAME women attend events</p> <p>Increased visibility of BAME artists and writers to broader audiences</p>	<p>During lockdowns the ALN team ran weekly Zoom sessions called <i>Conversation Café</i> to support women whose first language is not English, to improve spoken and written English as a group, but also to reduce social isolation. These were popular and have continued.</p> <p>At March 2022, additional funding through the Community Based Recovery fund has been secured and allocated to enable the three paid ALN tutors to undertake targeted ESOL training to allow the team to work with ESOL learners in an improved way.</p> <p>In November 2020, GWL's National Development Worker worked remotely in partnership with the V&amp;A Dundee and a diverse group of seven women from Dundee International Women's Centre (including women of colour and asylum seekers) to develop a Women's Heritage Walk. This is now active on the V&amp;A website:  <a href="https://www.vam.ac.uk/dundee/info/designers-in-residence-assemble">https://www.vam.ac.uk/dundee/info/designers-in-residence-assemble</a></p> <p>GWL supported Dundee International Women's Centre on their 50th Anniversary exhibition, which formed part of the GWL Events Programme in 2022. A group from DIWC visited GWL in February 2022 as part of the project.</p> <p>In January 2022 it was noted that out of the 45 active ALN learners supported by GWL, 22 are BAME women and are actively participating in the ALN project.</p> <p>GWL is partnering in a project with <i>Empower Women for Change</i>, who work with minority ethnic women in Glasgow (<i>Thistles and Dandelions</i>)</p>
--	--	--	--	--	--

				<p>Project). A launch event was held online in July 2020 attended by over 40 women, and Women's Heritage Walk and archive workshops delivered by GWL to the project were due to start in February - April 2021. Due to Covid-19 restrictions some workshops were delayed but two sample GWL Heritage Walks and a Heritage Walk Development Workshop were delivered by GWL in Spring / Summer 2021.</p> <p>In January 2021, the <i>Responders of Colour</i> project launched, offering workshops with women and non-binary people of colour to come together online to examine and respond creatively to depictions of women of colour in GWL's Girls' Annuals archive. Their response - a 'mini' annual produced by the group - is due for completion by Autumn 2022.</p> <p><i>Readers of Colour</i> is ongoing, and is a space which members regularly report back on as something valuable and vital for their sense of community, well-being, and connection to other women of colour and women of colour's achievements.</p> <p>Throughout 2020, and in the context of the increased stresses on many BAME communities - including rates of impact of Coronavirus, the murders of George Floyd and Breonna Taylor, and both Black Lives Matter and the discourse around Black Lives Matter - <i>Readers of Colour</i> and other online GWL initiatives supporting BAME / women of colour have been a sustaining space through a difficult time.</p> <p>GWL issued a statement in June 2020 in response to Black Lives Matter activism, and in May 2022 responded in detail to follow-up information on actions, requested by the Coalition for Racial Equality and Rights.</p>
--	--	--	--	---

					<p>From January-September 2021 GWL worked with sister organisation PeaceNiche in Karachi, Pakistan, to bring communities of readers and writers together in our digital spaces. Digital programming included a bilingual <i>Story Cafe</i> on Pakistani women writers, and an International Book Group meet up between readers in Glasgow and Karachi, with guest author Noreen Haq.</p> <p>January-September 2021 - GWL continued to deliver creative learning workshops online with key BAME groups across Glasgow, in particular Glendale Women's Cafe, Sakeena Group, Mahila Women's Group.</p> <p>2020-2021: GWL involved Meridian women in the next phase of working with the Meridian archives by creating storyboards using the photographs and material available. The women were introduced to GWL archives and the importance including BAME women's experiences &amp; stories. The work was showcased in a celebratory event to mark International Women's Day 2021. From January to March 2022 GWL took on a Museum Studies student to help to collate oral history interviews of five Meridian women and upload 10 Meridian photos with narratives (in the first instance) on GWL's online collections catalogue. The oral history interviews are currently being transcribed and will be shared on our website in the Autumn 2022.</p> <p>February to April 2021: Creative Writing for Muslim Women events (working on plays, with Stellar Quines) continued online. Women from all over Scotland were able to join online as well as women from Pakistan who are connected through our partners, PeaceNiche. The plays produced were</p>
--	--	--	--	--	--

					<p>recorded in person with professional actors and showcased in April 2021. During August to October 2021 - participants continued to connect with theatre through support from Stellar Quines Theatre Company by attending a series of plays at the Edinburgh International Festival.</p> <p>February to March 2022: The next series of Creative Writing Workshops continued with six sessions delivered by BAME writers. The submissions will be showcased on the GWL website later in the year. Currently GWL is developing new ideas with Stellar Quines for workshops later in the year.</p> <p>Collections: Through the partnership with Stellar Quines, GWL worked with Playwright, Sara Sharawaawi to explore and expand GWL's collections of plays written by Women of Colour. We received over 30 new plays for the collection.</p> <p>February to August 2021 - GWL ran a series of monthly online '<i>In Conversation with ...</i>' events with Women of Colour creatives based in Scotland, giving them a platform to talk about their creative practice and how Covid-19 has impacted their work.</p> <p>January to September 2021 - The Reading Group for Muslim Women continued to meet online to discuss books of interest, including books on the Black Lives Matter theme. From October 2021 to the present, the women met in person in outdoor spaces and now at GWL.</p> <p>January to March 2022: Glendale Women's Cafe - 10 years documentation - a creative of hub for women (largely BAME) in Pollokshields and</p>
--	--	--	--	--	--

				<p>surrounding areas. The first phase of documenting the history of GWC began with their members (all BAME Women) to learn about the importance of heritage and cultural work. They visited the DIWC exhibition at GWL, and our archives, for ideas and inspiration for creatively documenting their history. Once the work is complete, it will be included in our archives, therefore building profiles of the history of BAME women's group in Scotland. Their 10 year celebratory event will take place in September 2022. This template for documenting their history will be used to do similar work with Maliha Women's Group (20 years) and Al-Meezan women's centre (25 years) later in 2022/2023.</p> <p><i>She Settle in the Shields</i> Sequel - 10 years on: The 10 year anniversary for <i>She Settles in the Shields</i> was marked during Black History Month in October 2021. This involved revisiting the stories of women who took part, and working with 2nd and 3rd generation migrant women in the area, we created storyboards using the original stories which were presented at the event. A wonderful event to celebrate BAME women and ensure their stories and experiences are documented as part of the Scottish Story.</p> <p>32% of volunteers recruited in 2021/2022 are BAME women.</p>
--	--	--	--	--

### **Appendix Three - Good Practice Models of EDI in Action**

Take One Action - a good example of partner evaluation in event delivery whilst working with GWL.

Stagetext - provides captioning and live subtitling services, as well as information and training, to theatres and other arts venues to make their activities accessible to people who are d/Deaf, deafened or hard of hearing: <http://www.stagetext.org/>

Quiplash : <https://www.quiplash.co.uk/>

Quiplash exists to take space for “queer crips (quips)” further queer crip performance, and queer accessibility. Quiplash provide creative access, focusing on creative audio description. They consult, run workshops, run training, and make performances.

## **Appendix Four - Additional EDI Improvements by GWL**

In addition to the specific targets and priorities identified in this Action Plan, GWL strives to continually improve its EDI performance. During the period of this Action Plan, the following additional measures have been implemented towards this:

- Image Descriptions are always included on GWL's Twitter posts, and GWL will only share other organisations' / partners content if they also include Image Descriptions
- GWL proactively encourages other organisations to make their own Social Media content more accessible by sharing knowledge and expertise, for example this thread from July 2019: <https://twitter.com/womenslibrary/status/1146747843790680064>
- GWL has developed a Pay it Forward initiative to enable people to pay by donation for ticketed events so that others can attend – other organisations have been inspired to develop similar schemes as a result
- GWL has responded to requests for clarification on its Women Only definition by regularly seeking advice, discussing the issues and revising wording where necessary
- GWL continues to deliver sustained projects in H. M. Prisons, working directly with 45 women in several prisons during 2018-19
- Prayer mats and a prayer screen are now in place in the Library
- GWL has revised its colourways and font sizes in its printed materials (Events Programmes and Women's Heritage Walk / Trail maps) in consultation with volunteers regarding readability, especially in relation to dyslexia
- A portable Induction Loop is in place at the Front of House desk
- Autism Awareness Training for staff has resulted in measures such as Quiet Mondays being instigated, along with proactive and clear procedures to support people
- New directional signage to the GWL building is in place from all directions around the area, with walking and cycling timings detailed; Signage at the local train station is in progress

- A new Readers of Colour group for women and non-binary people has been initiated by GWL in Edinburgh
- The GWL seasonal Events Programmes are always available to download in large print and audio formats, with a range of voices reading content
- The development of an accessibility checklist for outreach work
- An updated Accessibility Page on the GWL website
- Accessibility tools and resources at Front of House, including magnifying glasses, large print programmes, coloured overlays and large print exhibition information
- Changes in response to Stagertext advice regarding large text exhibition materials and Heritage Walk audio transcription
- A successful and popular creative writing event involving a woman poet with Asperger's traits
- Over 50% of the paid staff team received Mental Health First Aid Training
- GWL's Creative Development Manager, Adele Patrick, has been recruited to the BBC Diversity and Inclusion Advisory Group for a two year period (until April 2021). Input to date has included focussing on Neurodiversity, Social Mobility, BAME, Disability and Gender issues
- Funding secured from the Glasgow City Council Area Budget to provide resourcing as part of GWL's new strategy for future audio describing of exhibitions and BSL signing of events
- GWL's public statement in relation to Black Lives Matter activism in response to the murders of George Floyd and Breonna Taylor stated that GWL unequivocally stands in solidarity against racism, oppression and inequality, and that *'Over the coming days we will be reflecting, interrogating and further educating ourselves whilst sharing content which amplifies Black women's voices'*
- Regular team discussions on anti-racism have been instigated



- Covid-19 organisational response recognised structural inequalities associated with the virus, and involved people across the team in writing the 'Peg' documents: Guiding Principles, Risk and Opportunities Register, and Phased Return Plan
- Staff accessed funds and distributed tablets / devices to learners / volunteers at home during Covid-19 lockdown
- In January 2021 it was noted that out of the 30 active ALN learners supported by GWL, 20 are BAME women and are actively participating in the ALN project
- Funding was secured in 2021 to make physical building improvements to enhance accessibility, including the installation of automated doors
- Volunteer ALN tutors have been recruited to work with ALN learners both in person and online, strengthening the capabilities of the team. All tutors have received GWL training which is clearly focussed on EDI
- Training in Autism Awareness was delivered to staff in February 2022
- GWL will be exploring the application process for Libraries of Sanctuary Award. Sanctuary awards recognise and celebrate organisations' commitment to offering a place of sanctuary, welcome and inclusivity, particularly for refugee and asylum seekers
- 'Making Her Mark' exhibition launched in Paisley in October 2021: Included in the exhibition and project team was a group of women with mental health conditions who were supported to participate in the p[project. The exhibition also has two MP3 players with full text of the exhibition boards and audio descriptions of images available for people with visual impairments
- From March 2022 to April 2022 GWL ran a course on photography skills for women living with mental health conditions. A small exhibition will be created which will feature in this year's Mental Health Arts and Film Festival in May 2022.

**Glasgow Women's Library**  
**August 2018**

**Reviewed March 2022**

**Next Review Date: October 2022**