

NMM EQUALITY PLAN

2010-2012



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1.0 What is an Equality Plan?

The Equality Plan is a strategy and timetabled action plan that states the Museum's approach to diversity. The NMM's Equality Plan covers the period April 2010 to November 2012. The Plan provides the essential framework for promoting equality across the NMM, and for making a positive and lasting difference to the experiences of our staff and visitors.

The NMM has already a legal duty to produce equality schemes for disability and gender. It is also required to comply with the employment duty for race equality. The Equality Plan incorporates the Museum's existing Disability and Gender Equality Schemes which were established in 2006 and 2007 respectively. It is our intention that the Plan should be revised and updated on a regular basis to comply with equality legislation and serve as a benchmark to measure our progress. The Equality Bill received Royal Assent on 8 April 2010 and is timetabled to have the integrated public sector equality duty likely to come into force in April 2011.

1.1 Legal Background

The Disability Equality Duty (DED) came into force on 4 December 2006. This legal duty requires all public bodies to actively look at ways of ensuring that disabled people are treated equally in terms of Employment, Access and Services. The DED, also referred to as the general duty, sets out that when carrying out their functions public bodies must have due regard to the need to.

- promote positive attitudes towards disabled persons
- encourage participation by disabled persons in public life
- promote equal opportunities
- eliminate disability related harassment
- eliminate unlawful discrimination

The duty has been developed using the 'Social Model of Disability' where the disadvantages currently experienced by disabled people are not seen as inevitable. They are seen as a product of society rather than as a result of medical impairments. The duty protects disabled people even if they do not consider themselves to be disabled. The museum will be proactive in removing or minimising barriers to access for all people where ever possible

The Equality Act 2006 amends the Sex Discrimination Act 1975 and has created the Gender Equality Duty for the public sector. The Gender Equality Duty has two parts to it, the "general" duty and the "specific" duty.

The general duty places a legal duty on public bodies to:

- eliminate unlawful discrimination and harassment
- promote equality of opportunity between men and women

The specific duty places a legal duty on public bodies to:

- publish an Equality Plan identifying our equality goals and actions to meet them (including within it an Action Plan) involve relevant stakeholders in producing the Equality Plan conduct and publish impact assessments of all major policy developments, and publish our criteria for conducting such impact assessments demonstrate we have taken actions in the Plan and achieved appropriate outcomes monitor and review progress report on progress review and revise the Plan every three years

The duty applies to all public authorities in respect of all functions. This means policy making, service provision and employment matters.

The NMM is expected to have 'due regard' to the need to eliminate unlawful discrimination and harassment and promote equality of opportunity.

The promotion of equal opportunities between women and men requires public authorities to recognise that not everyone is starting from an equal footing and identical treatment will not always be appropriate. Under the duty authorities also have an obligation to eliminate discrimination and harassment towards current and potential transsexual staff. This duty extends to transsexual service users.

1.2 Involvement

An Equality Working Group consisting of representatives from key Museum departments has been established. Impact Assessments will be also be carried out and relevant training provided to the Working Group. Relevant external stakeholders will be consulted on various projects as has become established practice.

1.3 Information Gathering

Information gathering is required to demonstrate how the Museum performs in the areas of Employment, Access and Services.

Impact assessments are an essential tool for achieving equality. These assess the impact and potential impact our policies and functions have on putting equality at the centre of our activities and decisions. The Equality Working Group will carry out impact assessments on the Museum's proposed and current policies. An impact assessment should not be an end in itself. It should identify negative impacts relating to equality, enabling the Museum to modify the policy or practice.

1.4 Publication Timetable

The Plan will be published on the Museum's intranet and website and will be available in printed format if required. The Action Plan will be reviewed annually.

1.5 Review

The Disability Action Plan was produced in 2006 and the Gender Action Plan in 2007. These have now been reviewed and merged into one Equality Action Plan which covers the period 2010-2012. The Equality Action Plan is intended to be a living document that will be continuously reviewed through the Equality Working Group and formally reviewed every three years. The review will be reported to the Executive and Trustees.

The review will outline the actions taken as set out in the Equality Action Plan, or justify why it was unreasonable or impractical to carry out these actions. It will also include the results of any information gathering and what will be done with that information.

Next review April 2013.

2.0 Action Plan Summary

This section lists the key objectives over the next three years. The Museum's Equality Group will review this plan quarterly and continue to work with staff and stakeholders to identify priorities for the future. Section 3 will track the Museum's achievements.

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Action	Measure	Responsible	Timescale
Organise Equality Group Meetings	Meetings to take place quarterly; group consists of representatives from a cross-section of departments	HR and the Equality Working Group	Quarterly meetings
Embed diversity into NMM's strategic planning	Raised understanding of equality issues. Equality Scheme to be a living document which informs the way the NMM operates on a day to day basis. Diversity to be reflected in the Corporate Plan	Executive with support of Senior Management and Equality Working Group	With immediate effect
Encourage links with disability organisations to maintain/improve placement figures and support recruitment initiatives	Quarterly meetings with existing links and investigate other organisations as appropriate. Report quarterly on placements to the Executive	HR/Learning and Interpretation/Visitor Services	Ongoing progress
Increase disability awareness at all levels within the Museum by providing disability awareness training sessions	75% of staff to have attended training by March 2011	HR	Annual review
Ensure Disability Access is a key part of all projects. Chatham, 'New Museum' and SOW projects inclusive	Risk documentation to be in place for all projects. Access issues to be considered for all Exhibitions during the development phase. Consultation exercises to take place with internal and external	All	Ongoing

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	stakeholders to ensure due action is taken in the planning phases to accommodate any special and legal requirements. Ensure that all new construction meets building standards		
Ensure policies, projects and functions are monitored and screened for equality impact	Agree a timetable for impact assessments over the next three years. Completed impact assessments to be made available on the intranet and website	Equality Working Group	Workshop for Executive and Senior Management Team to take to take place June 2010
Actively engage involvement - collate comment cards directly related to Disability/Gender/Ethnicity	Any comment card received relating directly to equality or access to be sent to HR for consultation of the Equality Group	Visitor Services	With immediate effect
Monitor pay differentials by carrying out Equal Pay Audit to assess if there is any evidence of bias	Ensure the Museum is meeting the EOC general guidance rules	HR	Full audits every three years, mini audits conducted annually. Next full audit due 2010
Ensure disabled visitors are aware of access arrangements within the Museum	Audio guides available Large print guide available for the museum. Website access to cater for these needs. Pocket Plan of Museum to include information on disabled access	Exhibitions, Learning and Interpretation, Curatorial, Digital Media, Marketing, Visitor Services	Ongoing

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Increase staff awareness of the resources relating to access that the Museum offers by providing relevant training	Staff aware of provisions/where to find relevant information by providing briefing sessions and information available on the intranet and at induction	Training and Development, Equality Working Group	Ongoing
Collect and analyse data (on a voluntary basis) for sexual orientation and religion/belief	Aim to ensure equal treatment as for other categories	HR	New staff – immediate Existing staff – voluntary completion in the next data capture
Investigate provision of baby-changing facilities that are non-gender specific	To provide gender equality	Estates, Visitor Services	Under review as part of projects
Report on equality data relating to disciplinary and grievance hearings, promotions and termination of employment to ensure there is no bias	Monthly statistics to be made available on request	HR	Review 6 monthly
To continue policy of treating discrimination and harassment as completely unacceptable. Similarly protect staff from harassment from the public	Have in place clear policies and act when complaints arise. Train staff and continue policy of dealing with inappropriate behaviour from visitors	HR, line managers, Retail, Health and Safety and Security and Visitor Services	Ongoing
Encourage employee and volunteer disclosure of pre-existing disabilities; give employees the opportunity to request any special needs	Increased information about disabled employees and volunteers within our systems to ensure appropriate adjustments are being made	HR	Appropriate encouragement to be set up for the next annual checking of employee contact details

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	where necessary		
Provide access to conferences/seminars at the Museum where possible. Make interviews with conference /seminar speakers available online when appropriate	Ensure wheelchair access is readily available. Podcasts published online when appropriate	Estates, Digital Media	Currently under investigation, podcasts considered as part of monthly editorial process
Keep under review opportunities to make the Lecture Theatre accessible to all speakers	If a viable solution is sourced implement wheelchair access for Speakers in the Lecture Theatre	Estates	Review 6 monthly
Consider equality in the areas of procurement and partnerships	In procurement exercises consider equality issues as part of the short listing criteria	All staff involved in procurement	Ongoing
Continue policy to ensure that flexible workers are not excluded from mainstream activities as a result of their working patterns	Encourage and promote flexible working. All requests to be acknowledged and considered. Review home-working guidelines by end of November 2009	HR and line managers	Ongoing
Review and revise equality scheme every three years and publish progress reports annually	Reports published annually online and on the intranet	Equality Working Group	Report annually (first report December 2009) and revise scheme every three years
Continue to diversify Trustee and Executive Boards. Advertise all opportunities in	Reports will demonstrate applications are diverse.	Executive and Trustees	Relevant recruitment exercises

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relevant media. Involve OCPA. Monitor applications through the use of equality monitoring forms			
Work with LOCOG as a venue for the Para Olympics.	Record accessibility improvements to the site having worked with LOCOG	Andy Bodle, Estates	Action Plan developed in 2011

3.0 NMM – what we have achieved so far

The NMM is committed to equality of opportunity for all and is proud of the achievements that have been made. The record of achievements is logged by department.

Digital Media:

- In and of itself the website extends access to the Museum's collections and information for people who would find a visit difficult.
- The website adheres to web accessibility best practice and has been awarded for this
- A recent UseAbility study of our website found that the Museum's visual collections and audio content is appealing to audiences with learning difficulties.
- The website has an access section with audio orientation guides and new audio stories are created each month
- The department produced an exhibit development handbook, which includes extensive accessibility guidelines

Visitor Services:

- All Gallery Assistants are trained in disability awareness.
- A group of Gallery Assistants are trained to level 1 British Sign Language standard.
- As part of their induction training, Gallery Assistants are shown the location of Loop systems and the Museum's offers for people with access issues are explained
- Wheelchairs are available for visitors across all Museum sites
- Bookable wheelchair spaces are available in the Peter Harrison Planetarium
- There are 6 disabled parking spaces which can be booked and special arrangements for dropping off can be made outside the NMM and Queen's House with Visitor Services/Security. This is a free service, with no time limit on the stay before 19.00.
- Audio Guides are available in the Queen's House, ROG and the Oceans Gallery.
- Gallery Assistants are regularly sent to other museums as a benchmarking exercise to evaluate what others offer in relation to access to see where the NMM can improve.

Exhibitions and Design:

- Large print guide for the Museum now available. This follows an evaluation workshop with local blind and partially-sighted visitors
- VIP audio guide tour for the Queen's House now in place
- Revising Accessible Display Guidelines for the department to be used as a guide for all future projects

- Starting to subtitle all audio-visual material for temporary exhibitions as well as permanent galleries

Archive and Library:

- Magnifying glasses and sheets available in the library (for library use only).
- Catalogues (basic resource discovery) available online.
- Digital photography allowed for most collection items (images can be taken home to work on/ save to PC).
- Scanning service available for most collection items.
- Various digitisation projects are in development which will allow remote access to collection items.
- There is some event programming in collaboration with Learning and Interpretation for blind and partially sighted visitors and for hearing impaired visitors.

Communications

- Advertising campaigns use images that reflect the local community to encourage local audiences. Advertising campaigns for specific events and audiences are translated into foreign languages.
- Overseas group visits are targeted and foreign language provision at the ROG is now in place.
- Data on the ethnic origin, gender, age and disabilities of visitors are collected using exit surveys. Quarterly reports are compiled and a full annual report is published every May
- From May 2010 foreign language exit surveys have been introduced to collect data on international visitors and foreign language speakers. The research findings will be included within the existing quarterly reports and full annual report.
- Regular use is made of market research, comment cards and focus groups to gain visitor views. This currently stands at 98% satisfied visitors and 99% of visitors likely to recommend the Museum to others.
- The Museum's disability access statement is recorded on the national access register at: <http://www.directenquiries.com>.
- Foreign language guides (audio and written) available at the ROG.

Estates

- A report was commissioned in March 2008 covering public access doors across the main Museum including existing automatic doors. The report completed by architects BLB Architects Ltd listed and numbered all doors throughout the Museum detailing where access improvements could be made. The recommendations in the report are being acted upon as a priority to ensure access to all areas is available.

- The entrance to the ROG has been completely refurbished to allow access to the site through one entrance.
- The Meridian Garden at the ROG was completely refurbished including the construction of a disabled access ramp, automatic doors, landscaping and relocation of objects completed in June 2009.
- The Astronomers Garden at the ROG was completely re-landscaped in June 2009 to provide equal access to all areas.
- At the Lawrence Trading Estate stores the entrance was refurbished to enable the provision of a disabled toilet for use by staff and visitors. Alterations were made also to the kitchen area and reading room. This was completed in April 2009.

Human Resources

- The Museum continues to work with a number of organisations to offer placements and job opportunities to disadvantaged groups. The links with these organisations are under continual review and we aim to offer at least 12 placements per year. In 2009 we formed a partnership with The Poppy Factory, recruiting an employee through their supported employment scheme which enables disabled ex-service personnel to gain funded employment.
- In 2006 the Museum was highly recommended in The Diversity in Employment Award category of the Springboard Awards for Excellence.
- In 2006 the Museum won the Remploy 'Leading the Way', Regional Employer Award.
- In 2007 the Museum again won the Remploy 'Leading the Way', Regional Employer Award as well as the National Employer Award for a medium sized organisation.
- In 2007 the Museum also won the Shaw Trust Local Employer Award for the London and South East Region.
- The Museum has been accredited with the JobCentre Plus 'two ticks' disability symbol since 2001 and continues to be reaccredited annually.
- Candidates invited to interview are asked if they have specific requirements that we can facilitate. This may include BSL interpreter for the interview or wheelchair access to the interview room.
- Regular reviews demonstrate the Museum has no equal pay issues by gender, ethnicity or disability
- Over time the Museum has achieved staffing balance broadly in line with the local and national population in terms of ethnicity but work is to be done at senior and professional levels. The Museum's gender and disability balance is in line with the national population.

Research and Curatorial

- Special Access requirements are requested on all conference booking forms.
- Conference Registration Information includes details of disabled parking availability.
- An access map of the Museum is sent to all conference attendees.
- There is a disabled lift in the Lecture Theatre foyer for use by conference delegates.
- Curators periodically provide talks and tours for visually impaired and deaf visitors in collaboration with the Learning and Interpretation department.

Learning and Interpretation

- The facilitation of specific needs as part of the schools programme and public programmes includes BSL provision and provision for visitors who are blind or visually impaired.
- BSL/Subtitles were launched for specific shows in the Peter Harrison Planetarium in November 2008.
- Exhibitions and Learning have been working in collaboration to produce an up-datable large print guide to the NMM with plans for a version for the Queen's House and the Royal Observatory, Greenwich. This includes objects which can be touched.
- An audio-orientation guide has been produced with 'Vocaleyes' which is available to blind and partially sighted visitors from the bookings department, as a CD or online.
- Learning have been working with Visitor Services to develop introductory 'welcome' talks for students of 'English for Speaker of Other Languages' (ESOL) booking through community colleges.
- The Learning team work in collaboration with Communications to develop BME audiences through effective and representative target marketing
- The Learning team has developed two strands of programming directed specifically at BME audiences and is working with the communications team to effectively market these programmes
- The Learning team seeks to develop content though all our programmes which help to build audiences currently under-represented at the Museum these include access audiences, BME audiences and visitors in categories NS-SEC 5 – 8.
- The Learning team will be working closely with Archives and Library team and the new Archive Learning Officer on project work which uncovers hidden and marginalised histories within the collections.

Projects

- A range of access and disability issues have been consulted and included in the two current major projects, National Museums at Chatham and the Sammy Ofer Wing.
- An access statement for the Chatham project was undertaken at Stage E by Ann Sawyer (Access Consultant) and covered all areas of the building including galleries, education spaces and the repositories. All areas are accessible to wheelchair users and disabled refugees with intercoms have been installed as required. Induction loops have been provided at the Reception Desk and in education and gallery spaces as required. Disabled toilet facilities have been provided for public and staff use. The lift in the repositories is a person/goods lift to ensure access for all (refuges have been provided at first floor level). Evacuation policy for wheelchairs is in preparation

4.0 NMM Workforce Statistics (as of 30 September 2009)

Sample: 454

Age

15-19	0.2%	50-54	10.4%
20-24	4.8%	55-59	9.5%
25-29	13.7%	60-64	10.4%
30-34	15.9%	65-69	3.9%
35-39	11.7%	70-74	1.3%
40-44	7.9%	75-79	0.8%
45-49	9.5%		

Ethnic Origin

Black	5.3%	Other	2.3%
Mixed	1.1%	Asian	2.2%
White	88.5%	Chinese	0.6%

Ethnic minorities

National population:	9.00% (2001 census)
Local population:	22.9%
NMM:	11.5%

Gender

Male	46.3%
Female	53.7%

Disabilities – NMM

8.3% of staff have declared they have a disability

How have NMM workforce statistics changed since 2006

Gender	2006	2007	2008	2009
Male	47.4%	47.3%	45.8%	46.3%
Female	52.6%	52.7%	54.2%	53.7%
Staff who have declared disabilities	2006	2007	2008	2009
	3.6%	6.3%	7.4%	8.3%
Ethnic Origin	2006	2007	2008	2009
Black	5.3%	5.1%	6%	5.3%
Asian	3.6%	3.6%	2.7%	2.2%
Chinese	0.8%	2%	1%	0.6%
Other	1.1%	1.9%	1.2%	2.3%
Mixed	1.3%	2.3%	1.4%	1.1%
White	87.9%	86.9%	87.7%	88.5%
Age Ranges	2006	2007	2008	2009
15-19	0.9%	1.5%	1.2%	0.2%
20-24	7.7%	8.7%	6.6%	4.8%
25-29	15.8%	15.3%	15.7%	13.7%
30-34	13.3%	13.6%	15.5%	15.9%
35-39	11.1%	9.6%	11.3%	11.7%
40-44	8.3%	8.3%	7.6%	7.9%
45-49	8.7%	8.2%	9.1%	9.5%
50-54	9.8%	10.6%	9.7%	10.4%
55-59	11%	10.4%	9.3%	9.5%
60-64	8.1%	8.9%	8.9%	10.4%
65-69	3.6%	3%	3%	3.9%
70-74	1.7%	1.9%	1.9%	1.3%
75-79	0%	0%	0.2%	0.8%

Graphs to represent how the NMM workforce has changed since 2006



