

Annual Equality Report 2020/21

1. Introduction

As a listed body under Schedule 19 of the Equality Act 2010, Amgueddfa Cymru has statutory duties under the general duty along with Wales specific duties. We are required under the Wales specific duties to publish an annual equality report.

We believe that Amgueddfa Cymru belongs to everyone. The following report captures the steps we have taken to advance equality of opportunity in all aspects of our work, both as an inclusive employer and with those communities we serve.

The report outlines the steps we have taken to meet each of our objectives that can be found in our Strategic Equality Plan 2018-21.

2. Background and context of our reporting

Our approach to equalities recognises our responsibilities to those communities experiencing poverty and economic disadvantage, and we are committed to embedding the principles of [The Socio-economic Duty: guidance and resources for public bodies](#). The tumultuous social and economic crisis of 2020/2021 brought into sharp focus pre-existing inequalities in Wales. In [Briefing: Poverty in Wales 2020](#), the Joseph Rowntree Foundation concluded that '...even before coronavirus almost a quarter of people in Wales were in poverty, living precarious and insecure lives. In many instances, coronavirus will have swept them deeper into poverty, as well as dragging others under, many of whom will not have experienced this situation before' (p.17). This, together with the Black Lives Matter campaign, highlighted the urgent need for us to change the way we work to widen our engagement with the communities of Wales.

With our sites closed for much of this period, we had to adapt and develop our ways of working to enable continued access to arts, heritage and culture. We also had to take measures to protect the well-being of our visitors, staff and volunteers. This report outlines how we did this, with many of these approaches being embraced into our normal ways of working to further widen our engagement.

We have successfully delivered a diverse range of digital products and experiences with programmes such as On Your Doorstep and Objects of Comfort. These digitally native campaigns help people connect with our collections while they are unable to visit our sites physically. Our Collecting Covid campaigns saw a high number of respondents, showing the willingness and desire for people to share their experiences with us during traumatic times. Our Learning Department has also risen to the challenge, moving numerous school sessions online and providing a wide range of resources to young audiences across Wales.

The sustainable development principles of the Well-being of Future Generation Act 2015 and its seven ways of working were embedded in the development of the Strategic Equality Plan (2018-21), alongside the Welsh Language Standards.

In partnership with Arts Council of Wales a Widening Engagement Action Plan was published on 1 February 2022. This plan takes forward select recommendations made in the Widening Engagement Report, jointly commissioned by Amgueddfa Cymru and Arts Council of Wales in summer 2020 and published in August 2021. The reports were authored by:

- Re:cognition, who focused on an area of semi-rural poverty
- Richie Turner Associates, who created a team focusing on deaf and disabled people
- Welsh Arts Anti-Racist Union, who focused on cultural and ethnic diversity.

Please note that the actions listed against each of our objectives are not exhaustive. If you would like further information on any aspect of our work or would like to contribute to the further development of Amgueddfa Cymru's work in this area, please contact HR Manager, Kristina Enticott (Kristina.Enticott@museumwales.ac.uk or (029) 20573379).

3. Reporting against our Objectives

Objective 1: Diversity in the Workplace – Engaging Employees

Objective and Outcomes: All employees and volunteers to be given the opportunity to achieve their full potential.

- **A prosperous Wales**
 - **A more equal Wales.**
1. The pandemic has affected people in different ways. From its outset we recognised that we needed to support the needs of all of our staff, accounting for the diversity of our staff and their experiences. This included support for their physical, mental and social well-being. During 2021/2022 we introduced the following measures:
 - Mandatory remote working for back of house staff, with the majority of front of house staff furloughed for much of this period. In recognition of the challenging circumstances many people found themselves in, 'core working hours' were also suspended for back of house staff.
 - COVID-19 Safe Working Protocols were developed in partnership with our recognised trade unions and implemented across all of our sites.
 - All staff have been required to complete a comprehensive re-induction programme before returning to help their transition back to work and to ensure safe working. All staff previously 'shielding' were the last to return and could only do so after completing an individual COVID-19 risk assessment.

- Supporting staff well-being has been embedded in our response to COVID-19. Throughout this time, line managers conducted weekly check-ins with their teams and were provided with 'conversation cards' to help facilitate conversations around mental health. A suite of virtual social events were developed to help prevent a feeling of isolation and our Mental Health First Aiders supported those who found themselves struggling during this extraordinary time.
2. Key training delivered virtually during this period included: Equality & Diversity and the Law for line managers, Mental Health Awareness for line managers, Deaf Awareness and BSL Taster sessions.
 3. Our move to virtual selection interviews during this period has been recognised as an opportunity to help diversify our workforce and increase our pool of talent. A flexible approach to selection interviews has now been embedded into our recruitment strategy.
 4. Amgueddfa Cymru holds the Investors in Volunteering Award. In response to the pandemic, we changed and developed our volunteering programme, supporting the well-being of our volunteers more than ever through regular contact by Zoom, newsletter, phone and in person.

We continued to support 498 volunteers, who donated 11,113 hours to Amgueddfa Cymru. New digital volunteering opportunities were piloted, and we continued to maintain our gardening volunteers at the National Waterfront Museum and the National Wool Museum, with both gardens awarded a Green Flag Award. The GRAFT Community Garden initiative at the National Waterfront Museum worked with Swansea City & County Council, Roots Foundation, CRISIS and other community partners to distribute seed growing pot kits and food parcels to those in need during lockdown. GRAFT produce was harvested and donated to Matt's Café, Mental Health Support Charity, Caer Las and Shared Plate, a non-profit community interest company that makes nutritious food from sustainably sourced produce. All profits are fed back into community projects, which include working with refugees, asylum seekers and young people. This initiative was shortlisted for the Sustainability Project of the Year at the UK Museum Heritage Awards. Further detail can be found in the Volunteering Public Programme Annual Report for 2021/22.

Objective 2: Development in the Workplace – Retaining Employees and Volunteers

Objective and Outcomes: All employees and volunteers to be given the opportunity to achieve their full potential.

- **A more prosperous Wales**
 - **A more equal Wales**
1. **Cultural Ambition:** led by Creative and Cultural Skills in partnership with Amgueddfa Cymru, Cadw, local museums and archives and Cardiff and the Vale

College, this initiative provides accredited placements in the heritage sector. Although physical activities were suspended over the year, training continued online, and 5 of the 6 in the cohort were confirmed as having gained the full qualification in January 2021, including trainees supported by Big Pit, the National Waterfront Museum and St Fagans. Cohort 4 will start in spring 2022 with a hybrid approach of placements combined with online masterclasses. The aim of the initiative is to diversify routeways into working in the cultural sector.

2. **Investors in People:** further to an Investors in People 40 Survey being conducted with staff, an internal staff steering group was formed to agree priorities for all of our sites, and how we could improve and develop staff needs. Group members were chosen at random and included a range of roles and grades, chaired by the Director General.

Members took turns to chair meetings and as well as improving the organizational culture, the experience has been an excellent opportunity for staff to develop their skills and get to know colleagues from across all museums. The group met monthly to discuss progress, develop initiatives and share best practice, before achieving IIP Developed status in May 2020.

Objective 3: Improving Access for Disabled People

Objective and Outcomes: Increase the diversity of those visiting Amgueddfa Cymru and using our services by removing barriers to access.

- **A more equal Wales**
 - **A healthier Wales**
 - **A Wales of vibrant culture and thriving Welsh language**
 - **A Wales of cohesive communities**
1. Significant capital investment has been made in our sites during this period. This has included commencing the installation and replacement of the main public lifts in National Museum Cardiff, and the initiation of the accessible walkway at the front of the Museum (due for completion in June 2022). These projects will significantly improve the experience for visitors as they access and move around the building. This image shows what the walkway will look like:



Objective 4: Improving Access to Services for Black and Minority Ethnic People

Objective and Outcomes: Increase the diversity of those visiting Amgueddfa Cymru and using our services.

- **A Wales of vibrant culture and thriving Welsh language**
 - **A Wales of cohesive communities**
 - **A more equal Wales**
 - **A healthier Wales**
1. **Active response to Black Lives Matter:** on 3 June 2020 we issued a statement in support of the BLM movement. We established a BLM consultation group, with Race Council Cymru, Race Alliance Wales, EYST and the Sub-Saharan Advisory Panel. Work focused on developing the Charter for Decolonizing Collections, the plan for collecting BLM protest material, the plan to exhibit and display BLM experiences and developing learning materials for schools.
 2. Our Hands on Heritage youth engagement initiative, funded by the National Lottery Heritage Fund, supports a wide range of young people to get involved in our work. For example, the Youth Forum at National Museum Cardiff includes individuals from culturally and ethnically diverse backgrounds, people on the autistic spectrum and people experiencing economic disadvantage. New partnerships with the Sub Sahara Advisory Panel and Jukebox Collective have enabled us to significantly diversify the base of young people we work with. We also launched our Amgueddfa Cymru Producers during lockdown, providing paid opportunities for young people from culturally and ethnically diverse backgrounds and those facing the greatest disadvantages. The Amgueddfa Cymru Producers are a group of engaged young people working closely with museum staff to change our way of working, prioritising subjects that are important to them, such as the climate crisis, gender identity, equality and representation.
 3. Public programmes developed included a number of events to celebrate cultural and ethnic diversity including talks, festivals and partnership events such as Lates Pitch Black with Artes Mundi. We have piloted the use of BSL with several events including the award-winning Sleepover from Home programme.
 4. The online journal *Cynfas* (part of the *Celf ar y Cyd* project in collaboration with Arts Council of Wales) is produced by our Amgueddfa Cymru Producers in collaboration with the Sub-Saharan Advisory Panel. It invites content through an open submission process, selected by guest editors from diverse backgrounds, with a focus on some of the pressing issues of today. The four editions to April 2021 addressed the themes of Black Lives Matter, Arts in Health, Art, Food and the Environment and Queer Looking.

Objective 5: Buying Goods and Services

Objective and Outcomes: We will strive to take a socially responsible approach to purchasing goods, services and facilities and ensure that all procurement is undertaken in line with the commitments made in the Equality and Diversity Strategy.

1. Our Procurement Strategy Action Plan is in place and includes addressing equality and the wider social agenda.
2. All significant procurements are advertised and available to everyone and routinely include questions and statements about equality and the wider social agenda.

Recent procurements include:

- A procurement process for Accessibility Consultants to provide a roadmap of how to improve accessibility and inclusivity for visitors and staff.
- An access walkway at National Museum Cardiff. A procurement exercise was undertaken to identify a contractor to construct a new access walkway at the front of National Museum Cardiff to improve accessibility.
- A Customer Relationship Management (CRM) system, which will help give us the ability to capture information such as, but not limited to, emergency contacts, language preference, allergies, equal opportunities and age group so we can better tailor our services to visitors and ensure their needs are met.
- Website review and development – we have procured a consultant to work through our current web and digital offering and part of this work will focus on accessibility.

Objective 6: Commissioning Work and Programming

Objective and Outcomes: We recognize our unique role in providing opportunities to showcase the richness of the nation's diverse culture through the arts.

- **A Wales of vibrant culture and thriving Welsh language**
 - **A resilient Wales**
 - **A globally responsible Wales**
 - **A more equal Wales**
 - **A prosperous Wales**
1. The programme of *Celf ar y Cyd* projects was developed during the COVID-19 pandemic in partnership with Arts Council of Wales to test the emerging ideas and objectives of the National Contemporary Art Gallery for Wales initiative, and to encourage creative and diverse engagement with the national art collection.

2. The project's graphic identity was commissioned from a diverse selection of ten artists nominated by ten artists' collectives from across Wales, and the associated Instagram platform has explored themes such as Black and LGBTQ+ histories. This has resulted in a marked change in the on-line audience profile, which is younger, more diverse and international.
3. The online journal *Cynfas*, as noted above.
4. **The exhibition *Windrush Cymru – Our Voices, Our Stories, Our History*** opened at St Fagans on 2 October 2021. This powerful exhibition features the stories and memories of forty Windrush Generation Cymru, told in their own words. Led by Race Council Cymru, we developed this exhibition in partnership with Wales Millennium Centre, People's Collection Wales, Windrush Cymru Elders and Black History Wales 365, with support from the National Lottery Heritage Fund, Arts Council of Wales, Royal Welsh College of Music and Drama and Gower College Swansea. The exhibition has been displayed at several of our museums including St Fagans, the National Waterfront Museum, the National Wool Museum and the National Slate Museum. It is also touring around other venues in Wales. The oral testimonies are now part of the national collections, and new curriculum workshops and resources for schools have been developed as part of the legacy of this initiative.
5. **Collecting and amplifying Black histories 2020/21:** we continued to work with individuals and community partners to develop and expand the representation of Black histories in the collection. Outputs included:
 - Collecting Black Lives Matter placards, digital photographs and oral histories from activists in Bangor, Cardiff and Wrexham. The material collected was accessioned, catalogued and digitised at the point of entry, meaning that the items acquired were accessible and useable immediately via Collections Online.
 - Facilitating an online screening of *Just a Likkle Piece of Jamaica inna Port Talbot* – an oral history-based film that celebrates the Jamaican elders of Port Talbot who made Wales their home in the 1950s-60s. The screening was followed by a live Q&A with the producer and project participants (June 2020).
 - Working in partnership with Senedd Cymru and Race Council Cymru on an online exhibition based on the life stories of Windrush elders in Wales. (October 2020).
6. **Collecting and amplifying LGBTQ+ histories 2020/21:** collecting LGBTQ+ history, with the aim of building up this collection to be fully representative of all the LGBTQ+ communities across Wales, has been a key focus during this period. Outputs included:
 - Collecting the material and digital culture of various Pride events in Wales, including those held online during the pandemic. The whole of the Wales-

Wide Virtual Pride held on 24-25 August 2020, organized by LGBTQ Cymru, has been collected for the audio-visual archive at St Fagans.

- During LGBT+ History Month in February 2021, collaborating with Senedd Cymru to share LGBTQ+ collections on the Senedd's social media channels.
- Promoting the collection by actively participating in online events and professional networks in the field of LGBTQ+ history.
- Significantly increased representation in the collection, with all objects collected available on the Collections Online catalogue.

Objective 7: Leadership and Corporate Compliance

Objective and Outcomes: Ensure strategic leadership and governance arrangements, ensuring standards are high and consistent across all our areas of responsibility.

1. Our objective is to make our Board of Trustees more diverse. We will continue to work with Welsh Government in respect of this objective.
2. An internal diversity group collaborated on the development of our Strategic Equality Plan (2021/22).
3. Collaboration with other Welsh public bodies continued during this period. The Wales Public Bodies Equalities Partnership has established Task and Finish Groups to advance equality of opportunity across our organizations to achieve their shared Strategic Equality Objectives 2020-2024.

4. Equal Pay

Objective and Outcomes: Reduce the pay gap between men and women

1. Amgueddfa Cymru's gender pay gap is as follows. The figures set out below have been calculated using the standard methodologies used in the Equality Act 2010 (Gender Pay Information) Regulations 2017.

2. Summary of Data and Rate of Change

	% 2018/19	% 2019/20	% change
Median gender pay gap	9.34%	2.69%	-6.65%
Mean gender pay gap	6.47%	4.09%	-2.31%

Proportion of male and female employees in each quartile:				
	2018/19		2019/20	
Quartile	Female %	Male %	Female %	Male %
First (lower) quartile	62.30%	37.70%	58.67%	41.33%
Second quartile	55.19%	44.81%	57.65%	42.35%
Third quartile	50.27%	49.73%	44.39%	55.61%
Fourth (upper) quartile	51.67%	48.33%	51.28%	48.72%

3. Actions to Remove the Gender Pay Gap

We are committed to addressing the gender pay gap and are undertaking a wide range of actions to continue to reduce this. During the period of 2019/20, significant progress was made in the following areas:

- Senior Executive Team recruitment attracted more females and resulted in increased recruitment of females at senior executive level.
- An internal review of our recruitment and selection practices has been carried out to identify areas for improvement in order to attract a diverse range of applicants and removing barriers.
- We also developed Menopause Guidance for all staff to ensure support for colleagues. By raising awareness among colleagues and managers through promotion of the guidance, and also via our Mental Health First Aiders, staff were encouraged to support women in the workplace.
- We have published our Strategic Equality objectives which outline the actions we will take to reduce the gender pay gap and increase the diversity of our workforce.

We will continue to build on this progress by focusing on:

- Recruitment practices to ensure diversity in our candidate base.
- Monitor exit rates to identify any potential issues and trends.
- Support flexible working practices and monitor potential impact on progression.
- Deliver training on equality and unconscious bias.

- Updating our family-friendly HR policies to ensure they are as accessible, inclusive and engaging as possible.
- Continue to roll out the Equality, Diversity and Employment Law training for all managers.
- Introducing a Job Evaluation system to allow us to conduct an equal pay audit.
- Working closely with other members of the Wales Public Body Equality Partnership to increase workforce diversity and eliminate pay gaps, as outlined in our Shared Strategic Equality Objectives 2020-2024.

A comprehensive analysis of our gender pay gap and details of our action plan to work towards the elimination of the gap can be found our Gender Pay Gap Report here: <https://museum.wales/about/policy/equality-diversity/>