

AMGUEDDFA CYMRU

Annual Equality Report 2021/2022

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Introduction

The following report provides an overview of key work in relation to the delivery of our Strategic Equality Objectives for the period 2021/2022: [Appendix-2-SEP-202122.pdf \(museum.wales\)](#) and highlights our commitment to equality and diversity, both as an employer and in our work with the diverse communities we serve in Wales, by making culture accessible and relevant to everyone.

This report is written in accordance with the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2021, which aim to ensure that Amgueddfa Cymru and others carrying out 'public functions' consider how we can positively contribute to a fairer society in our day-to-day activities.

Background

In January 2021, a cross departmental working group was appointed to shape our Strategic Equality Plan for 2021-2022 : [Appendix-2-SEP-202122.pdf \(museum.wales\)](#). Our plan focused on our commitment to remove barriers currently being experienced by the nine protected groups, and those facing socio-economic disadvantage from accessing arts, culture, heritage and our workforce. It also reflects our commitment to Welsh Language Rights which are protected by the Welsh Language Standards, as set out by the Welsh Government under Section 44 of the Welsh Language (Wales) Measure 2011.

In addition to this duty, several other transformative strategies, policy drivers have shaped the development of our strategic objectives, all of which focus on the creation of a more equal, fair and healthier Wales. These include:

- Wellbeing of Future Generations (Wales) Act 2015
- Is Wales Fairer report (2018) Equality and Human Rights Commission
- Welsh Government's Strategic Equality Plan 2020-2024
- Socio-economic Duty Wales

The launch of our plan in March 2021 also provided us with an opportunity to set out how we aimed to address inequality as we emerged from the Covid - 19 pandemic. The pandemic shone a light on the inequality and incredible hardship faced by different groups which required a focus and action to address them.

In June 2020, Amgueddfa Cymru and Arts Council of Wales commissioned Widening Engagement reports, which consisted of research to understand how we widen engagement with communities we consistently fail to engage in our work: [Widening Engagement Research | Museum Wales](#). Following the conclusion of this research, Arts Council of Wales and Amgueddfa Cymru

published a joint Action Plan to address the findings. These actions are now fully embedded within our most recent Strategic Equality Plan 2022-2024: [Strategic-Equality-Plan-2022-2025.pdf \(museum.wales\)](#) and further demonstrates our commitment to changing how we do things.

Objective 1

Amgueddfa Cymru develops a workforce and volunteer base that better reflects the diversity of Wales.

Workforce

We are committed to reflecting the communities we represent, and we recognise that to do this we need to change how we do things. During this period, when recruiting to four community engagement roles (i.e., Community Events Officer, Project Manager Decolonising Collections, Community Exhibitions Officer and Learning Officer) we transformed our approach to ensure it was as inclusive as possible by:

- Offering internal and external applicants from communities experiencing racial inequalities and/or people with disabilities a guaranteed interview if they met the essential criteria for any of the roles.
- In collaboration with our Community Partners, reviewing our application process to make it more accessible and inclusive (i.e., a revised application form which included guidance on how to apply and offering one to one support with any aspect of the application process by a member of the HR Team).
- Offering informal tours of our museums, drop-in sessions and telephone calls to enable candidates to find out more about the roles.
- Being explicit in our recruitment documentation that we welcome discussions about reasonable adjustments at all stages of the recruitment process.
- Offering selected candidates, a choice of face to face or virtual interviews.

During this period, we recorded a significant increase in employees with a disability, increasing from 3.99% in Q3 2021/22 to 7.73% in Q4 2021/22.

Volunteering

In 2021-2022 we supported 579 volunteers who donated 23,139 hours to Amgueddfa Cymru.

In January 2022 Amgueddfa Cymru was awarded Investors in Volunteering for the third time, without any recommendations for improvement. The assessment process provided an opportunity to reflect on our work and identified new areas to develop. Our work to maintain regular contact with Amgueddfa Cymru volunteers throughout the pandemic was especially commended, and highlighted the feeling of belonging our volunteers feel, and our journey towards an inclusive and diverse programme.

We recruited new volunteers and placements and worked towards reintroducing Group Volunteering in 2022-23.

We received 55 registration forms from prospective volunteers. Of the 55:

- 62% identified as female.
- 25% noted they were under 25 years old (a higher proportion than any other age group).
- 16% were from a non-white ethnicity (higher than any other year).
- 7% were bisexual, 2% gay/lesbian, and 2% asexual.
- 20% considered themselves to have a disability.
- 44% of the volunteers registered in 2021/22 noted that they had some level of Welsh language ability, with 14% being fluent. The number of fluent applicants has doubled since 2019/20 in part due to the proactive recruitment campaigns for our e-volunteering/Volunteering at Home roles. This volunteering programme breaks down barriers to participation and welcomes contributions by Welsh-speakers regardless of their geographical location.

Placements

Amgueddfa Cymru has developed an official programme and framework for Work Placements.

The Skills Development Placement Programme is based on the Community Partners' needs and has been developed to provide placements and skills development opportunities for people with Autism or Down Syndrome. Over the years this programme has been expanded to include anyone with a barrier to employment.

Our aim is to have a recognised placement programme that is proven to give valuable experience and transferable skills to those participating.

By providing a placement programme we ensure that we:

- meet the needs of our communities by providing opportunities to gain experiences and transferable skills.
- diversify our own workforce.
- provide a service for people with additional needs and barriers to employment.

Progression into work

The Amgueddfa Cymru Producers (ACPs) are a network of young creatives aged 16-25, and form part of our youth engagement initiative, Hands on Heritage, funded by the National Lottery Heritage Fund. This scheme provides paid employment for young people and a routeway to working with Amgueddfa Cymru. Several ACPs have been appointed to permanent employment with Amgueddfa Cymru.

We were also part of the Kickstart scheme. Funded by the UK Government, this initiative created six-month, meaningful placements for young people, aged 16-24, who are claiming Universal Credit and referred to us by DWP.

Objective 2

Support all employees and volunteers to achieve their personal and professional ambition and remove barriers to them achieving this.

- Training is organised annually for staff and volunteers. In 2021-22 we focused on Deaf Awareness and Gender-Neutral Language training.
- The Deaf Awareness training was funded by a grant from the Art Fund to help staff and volunteers to be able to support staff, visitors and volunteers who are partially or fully deaf. The training has been a great success and the Human Resources Department are now working towards providing this training to all staff as part of our Action Plan to Widen Engagement.
- The Gender-Neutral Language training was designed and delivered by a young adult as part of the Hands-on Heritage project, to widen engagement with young people. This type of training has been important in enabling us to support all volunteers effectively, regardless of sexuality or gender.
- In February 2022, an All- Staff Anti-Racism Training Tender process was initiated, to be progressed further in 2022/23.

Welsh language

- Various informal clubs are held for learners and fluent speakers to practice and use their Welsh. Clwb Pontio was held on Zoom for all Amgueddfa Cymru staff during this period, allowing staff from different museums to meet and practice their Welsh with a wider variety of colleagues – wherever they are on their language journey. As restrictions eased, we reviewed the provision developing a blended approach including digital and face to face activities. Our Buddy Scheme, where fluent speakers are paired with a learner who can together create opportunities to use their Welsh and gain confidence, also continues to be popular.
- We offer a number of formal and informal Welsh language courses for free within work hours in order to help and encourage our staff to learn and use Welsh in the workplace. In 2021-22, training was held digitally on the whole, and details can be found in our [Annual Welsh Language Monitoring Report](#).
- Notable in 2021-22 is the successful transition of last year's Sylfaen class to studying at Canolradd level this year.
- We continue to support our staff to learn and use their Welsh and are members of the National Centre for Learning Welsh's Cymraeg Gwaith scheme.
- More digital resources were made available to staff. We have also started working with the National Centre for Learning Welsh to develop a 10-hour Croeso online course for front of house staff across Wales with the aim of launching it in the coming year.
- We have a language skills development document for staff and line managers to use which complements the staff performance and development process.
- We have continued to work in partnership with external organisations including developing Welsh language carbon literacy training which is now available to any public body in Wales and across the UK.

Objective 3

Increase the diversity of those visiting Amgueddfa Cymru, participating and using our services.

- BSL content has been developed in partnership with members of the D/deaf community and has been embedded across events such as the Sleepover@Home series and Talks programmes both online and live at museums. Plans are also being developed to pilot BSL content at Lates and Festivals programmes.
- We use YouTube as a platform for our videos and films, with Welsh and English subtitles added to all published videos.
- All of our Welsh-language web pages include a direct link to the equivalent English-language pages, and vice versa, in line with the principle that we build our websites to have pages that mirror each other. We continue to promote the active offer on our digital media, including offering the VOCAB widget on the Welsh-language pages of our website to encourage and facilitate use by learners.
- In terms of Bilingual software, partnership work remains key in our work to promote and use the Welsh language. In 2021-22, we worked with the international company Kotobee to translate and launch a Welsh-language interface for e-book software, which is one of our main educational outputs. This is the first interface of its kind in Welsh.
- We contribute to wider discourse on the Welsh language on a local and national level. In 2021-22, we contributed to the Dictionary of Welsh Biography's workshop on decolonising and language, arranged by the Centre for Advanced Welsh and Celtic Studies, Race Council Cymru and National Library Wales. This area of work is especially relevant to us as we continue to decolonise the national collection. A significant part of this work is reviewing the language we use in relation to the collection, with the aim of creating and using modern and equitable Welsh-language terminology.

Objective 4

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.

We will seek to develop and promote effective, local, sustainable supply chains.

- Our Procurement Manual has been developed and includes guidance on addressing equality within procurement practices.
- All significant procurements are advertised and available to everyone and routinely include questions and statements about equality and the wider social agenda aligned with the Wellbeing of Future Generations Act (2015) Wales.
- Accessibility Consultants were appointed to conduct an inclusive review at each museum so that we maximise access solutions and have a detailed roadmap for the short, medium, and long term.
- We have utilised spend management software, Atamis, to gather intelligence on procurement spend by location, sector, and size.
- We developed the Welsh-language requirements in a number of key tenders to go beyond compliance with a focus on responding to user needs, including occupational health, the CRM (Customer Relationship Management) system and internal training tenders.
- During this period, we have been developing our new bilingual Customer Relationship Management (CRM) software to be launched in 2022. The software will allow us to note language choice, collect usage data and develop a clearer picture of the needs and habits of our Welsh-language audiences, in order to improve their experience with us. We worked with the not-for-profit international company Tessitura on the software, and this is the first front-end bilingual interface they have created.
- Our Development Team successfully procured electronic tap-to-donate fundraising systems which will be fully bilingual including the payment screen. The machines are already in place in National Museum Cardiff and will be rolled out to all museums.

Objective 5

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

Public programmes developed and delivered in 2021/22 include:

- Events to celebrate cultural and ethnic diversity included Diwali Online event, Red Dress Project, embroidery workshops celebrating International Women's Day and Food Festival, online music programme showcasing young black artists from across Wales. Wales Pride event was supported and online talks delivered to celebrate LGBTQ+ History Month.

Exhibitions such as:

Windrush Cymru – Our Voices, Our Stories, Our History which opened at St Fagans on the 2nd of October 2021. This powerful exhibition featured the stories and memories of forty Windrush Generation Cymru elders, 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 St Fagans, the National Waterfront Museum Swansea, the National Wool Museum, the National Slate Museum and Big Pit. and also toured around other venues in Wales. **'The Future Has A Past'** opened at St Fagans in June 2021. This multidisciplinary exhibition was co-curated with Amgueddfa Cymru Producers and artist, Henry Alles, and explored the past as a means of discovering the future.

- A display re the BLM movement in the Wales was displayed at a gallery at St Fagans. The display included the experiences of activists from Anglesey, Bangor, Caernarfon, Cardiff, Newport and Wrexham.
- **Refugee Wales: The Afterlife of Violence** is a partnership project between Cardiff University and Amgueddfa Cymru, funded by the AHRC. The project is based on collecting oral history interviews with Sri Lankan Tamils and Syrian refugees living in Wales. For Refugee Week 2021, we hosted a live online panel discussion with the project researchers from Cardiff University. The panellists reflected on their experiences of collecting life story interviews during the pandemic, and explored some of the research questions that the project is aiming to address.
- **Collecting and amplifying Black histories 2021/22:** we continued to work with individuals and community partners to develop and expand

the representation of Black histories in the collection. Outputs included:

- Delivered phase 1 of the 'Black History, Art and Natural Science Collecting Plan' and developed a phase 2 for 2022/23.
- Hosted a live online event in February 2022 exploring heritage, culture and identity in Somaliland and the diaspora in Wales. Participants included Somaliland National Museum, Hayaat Women, Horn Development Association, Degmo and Dhaqhan Collective.
- **Developing a Charter for Decolonising the Collection.** We developed a charter in consultation with relevant community partners to support our decolonisation work across all Amgueddfa Cymru collection disciplines. We are currently delivering the aims of the Charter with a group of community partners across 6 key areas of work: co-curating content, identifying racist collections, decision making about acquisitions, collections access and digitising collections. The group has been piloting different approaches to this work and evaluating different ways of working to decolonise collections. The findings of these workshops will inform our future decolonisation work during the next reporting period.
- **Collecting and amplifying LGBTQ+ histories 2021/22:** with the aim of building up this collection to be fully representative of all the LGBTQ+ communities across Wales. Outputs included:
 - Collecting the material and digital culture of various LGBTQ+ sports groups and choirs, including Cardiff Dragons FC and Swansea Vikings RFC, and Songbirds Choir and Sound Wales Gay Men's Chorus.
- **LGBT+ History Month in February 2022:**
 - The original design for Lesbians & Gay Men Support the Miners badge was placed on display.
 - The filming of LGBTQ+ History Wales Songbook took place at Oakdale Workmen's Institute at St Fagans. Funded by Arts Wales, Gareth Churchill composed a musical performance piece for voice and piano/keyboard that celebrated and gave musical voice to the Museum's LGBTQ+ history collection.

Bilingual public programme

We encourage and support using and celebrating the Welsh language through our public programme. This continued within our digital programmes during the pandemic and is an integral part of our arrangements as we move to a hybrid programme.

- Our hybrid programme for schools continued, offering a combination of bilingual face to face and digital sessions to all schools across Wales. In line with the new Curriculum for Wales, we adopted the plurilingual approach as standard when developing content and facilitation approaches. As well as our core offer we supported a number of external programmes including activities for children and young people across Wales to use their Welsh as part of Summer of Fun and Winter of Wellbeing, in partnership with the Federation of Welsh Museums and Art Galleries.
- We produced learning resources including resources for pre-school age, schools and adults. We continue to publish all our digital education resources including ebooks on Hwb, the digital platform for learning and teaching in Wales. 7,500 bilingual activity packs were also distributed through our community partners across Wales. The latest book in the Seren a Sbarc series was launched in partnership with the Welsh Government in St Fagans National Museum of History which tells some of the stories of Wales through visiting the national museums.
- All exhibitions that we produce are bilingual. In doing so, we experiment with bilingual design and interpretation methods and this work contributes towards our understanding and practices in these areas.
- Among the highlights of our successful bilingual events programme is the Museum Sleepover: At Home series of events, which has won a Kids in Museums award and was highly commended in the Welsh language category at the Cardiff Life Awards. Evidence showed that families in Wales and beyond took part in Welsh and welcomed the opportunity to use their Welsh language through the digital events.

Objective 6

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

- Every quarter during this period we produced and shared demographics that included staff and the recruitment of future staff to demonstrate effectiveness of inclusion activities.

- At the end of each financial year, we provide year on year data. This includes data for all the protected characteristics.
- In addition, we have implemented actions in support of Age Cymru to provide monitoring on how the older population are supported in the workplace. This includes financial planning training, menopause support and general mental health and wellbeing initiatives.
- Accessible on our website are:
 - Our Gender pay gap report.
 - Our Equality & Diversity Strategy and Action Plan.
 - The Annual Equality Report.
 - Our positive action initiatives.
 - Information on partner organisations supporting our equality initiatives.
 - Positive action measures when commissioning work.