

Amgueddfa Cymru – National Museum Wales

Disability Equality Action Plan

Internal

Activity	Milestone	Priority*	Lead Responsibility	Measure of success
Human Resources				
Continue objective recruitment and selection and workforce diversity monitoring, including disability, to inform internal policy and management.	<p>New HR ICT monitoring system implemented.</p> <p>Re-audit staff to assess any changes in needs and address any needs identified.</p> <p>Add equality monitoring form to exit interview template which includes disability question.</p>	High	Head of Human Resources	Museum has detailed information on the make up of its workforce.
Improve monitoring of the reasonable adjustment process.	<p>Include adjustment monitoring question in PDR form.</p> <p>Include question on any adjustment needs in induction checklist for line managers and new starters.</p>	High	Head of Human Resources	Disabled staff have the required adjustments necessary to work effectively.
Build diversity into staff appraisal process which will include disability awareness and disability equality in job roles.	Guidance on the appraisal process will include disability issues.	High	Head of Human Resources	All staff are aware of the Museum's commitment to disability equality and how they can build this into their job role.
Conduct Equality & Diversity staff survey which will include questions on disability equality.	<p>Completion and analysis of the staff survey.</p> <p>Results of the survey will be monitored by the internal Diversity Group and any follow-up actions identified.</p>	High	Head of Human Resources	Survey carried out and results reviewed to inform policy.
Review current mandatory equality and diversity training.	Mandatory equality and diversity training includes a session on the Disability Equality Duty for the Public Sector	High	Head of Human Resources	All staff are trained in the Disability Equality Duty for the public sector

* Actions identified as High priority will be implemented in 2008/09; those identified as Medium priority will be implemented during 2009/10; and Low priority actions will be implemented during 2010/11.

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	<p>Process in place to ensure all staff have undergone equality and diversity training within 6 months of joining the Museum.</p> <p>All staff provided with advanced disability equality training.</p>			Staff are knowledgeable in disability equality issues, and how they can incorporate these into their roles.
Review wider training programmes to ensure Equality & Diversity including disability equality opportunities are maximised e.g. induction training.	<p>Assess relevance of current training courses for Equality & Diversity and review existing training programme content.</p> <p>Review existing training contracts to ensure they contain Equality & Diversity (including disability equality) clauses. Include clauses in any new training contracts.</p>	Medium	Head of Human Resources	Training courses thoroughly addressing Equality & Diversity including disability equality as appropriate.
<p>Enhance the existing work experience scheme to include disabled students and proactively encourage take up across the Museum sites.</p> <p>Look at establishing volunteer placements specifically for those with disabilities.</p>	<p>Scheme in place which offers a variety of opportunities across the Museum sites from open days to 3 month placements.</p> <p>Proactively promote this to disabled job seekers.</p> <p>Monitoring system in place to measure effectiveness and impact.</p>	Medium	Head of Human Resources	<p>Staff have better awareness of disability issues.</p> <p>Disabled people improving skills to become economically active.</p>
Put in place system to tackle bullying and harassment of staff particularly to address disability harassment issues	<p>Obtain volunteers to act as Tackling Bullying and Harassment Advisers. Promote the role of Tackling Bullying and Harassment Volunteers to Agency staff including disability related bullying and harassment</p> <p>Provide comprehensive training including disability related bullying and harassment</p>	Medium	Head of Human Resources	<p>To be the first point of contact for colleagues experiencing or witnessing bullying or harassment, or who are alleged to have committed bullying or harassment.</p> <p>To provide a confidential advisory service to these colleagues.</p>

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				<p>To listen to and talk through the issues with colleagues.</p> <p>To provide guidance and information.</p> <p>To assist in exploring options and decision making.</p> <p>To accompany colleagues in reporting incidents or allegations of bullying and harassment, and provide ongoing support.</p> <p>To assist in raising awareness of the issues of bullying and harassment.</p>
Develop a robust and distinct disability leave and sickness absence policy.	Policy review completed, consulted on and published	High	Head of Human Resources	Disabled staff retained within the Museum
Assess impact of Green travel initiatives on disabled staff and job applicants.	Assess impact and make any adjustments required.	Low	Director of Operations	Green travel initiatives does not have an adverse impact on disabled staff
Disseminate guidance / information on managing disabled employees.	Guidance produced and shared	Medium	Head of Human Resources	Effective management and retention of disabled staff.
Adopt 'Two Ticks' Positive About Disability accreditation	Accreditation received	Medium	Head of Human Resources	Accreditation achieved which portrays a positive image of the Museum as an employer.
All job descriptions and person specifications to include a commitment to disability equality.	Ongoing as Job Descriptions updated	Ongoing	Head of Human Resources	The Museum requires all staff to be committed to disability equality.

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All contracts of employment to include commitment to Equality and Diversity including disability equality.	Ongoing as contracts issued	Ongoing	Head of Human Resources	The Museum requires all staff to be committed to disability equality.
Set targets for percentage of staff with a disability (informed by analysis of demographics).	Desk research diversity of region / catchment by grade Collect and analyse data on existing workforce in order to set targets for disabled staff, job applications etc	Low	Head of Human Resources	Organisation moving towards having a workforce which reflects its catchment area.
To influence and ensure that any future review of flexible working and working time policies takes account of disabled staff (and other diversity issues).	Ongoing	Medium	Head of Human Resources	Working time policies take account of the diversity of staff.
Audit the pre-employment medical questionnaire to ensure it is disability neutral.	Work with Occupational Health service provider regarding medical questionnaire.	High	Head of Human Resources	Medical questionnaire does not present barriers to employing disabled people.
Consult disabled people on the real or perceived barriers to employment at the Museum.	Consult with disabled people across Wales	High	Head of Human Resources	Barriers are identified and action plan updated to remove them.
Develop detailed Equality & Diversity page on the Museum Intranet and website which details intelligence on disability in Wales.	Intranet established Web pages established	High	Head of Human Resources	Active Equality & Diversity pages on intranet and website.
Review and update current Equality & Diversity Policy to ensure fit for purpose' and refers adequately to disability.	Policy reviewed and consulted on with the involvement of staff and disabled people Policy, endorsed by Diversity Group and made	High	Head of Human Resources	Equality & Diversity Policy reviewed and fit for purpose.

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	available to Board of Trustees, Directors and staff			
Diversity Group steers the implementation and review of the Disability Equality Scheme and Action Plan.	<p>Quarterly meetings take place with reports on progress against Disability Equality Action Plans from Heads</p> <p>Group reports to Executive Groups on progress against Disability Action Plan on quarterly basis</p> <p>On an annual basis the Group oversees the update of the Disability Equality Scheme and Action Plan</p>	Ongoing	Director of Learning & Programmes	<p>Internal formal robust reporting procedure in place for progress against Disability Action Plan.</p> <p>Disability Equality Scheme and Action Plan are updated on annual basis, and fully reviewed after 3 years.</p>
Complete training for relevant staff on equality impact assessments.	<p>Develop a central repository of Equality Impact Assessments and evidence to assist further assessments</p> <p>Establish Impact Assessment Panels to consider each policy. The panels will include the policy owner, the Diversity Officer, the department's Diversity Advocate and two Diversity Advocates from other parts of the organisation.</p> <p>Build disability into monitoring and reporting process, using disaggregated beneficiary information</p>	High	Head of Human Resources	Equality impact assessment is understood and delivered at all appropriate stages
Analyse Equality Impact Assessment outcomes by disability annually.	Complete analysis and identify any implications for policy or delivery.	Ongoing	Director of Learning & Programmes	<p>Positive disability outcomes achieved as a result of Equality Impact Assessments.</p> <p>Confidence of staff undertaking Equality Impact Assessments is developed.</p>

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Corporate and business planning				
Ensure Equality & Diversity including disability equality is adequately covered in the Corporate Plan	Undertake in depth Equality Impact Assessment on Corporate Plan with consultation and involvement of disabled people.	High	Head of Policy & Planning	EIA undertaken on draft Corporate Plan. Annex in new Corporate Plan showing how issues identified in EIA of draft will be addressed.
Embed proactive approach to disability equality into the Business Planning process.	<p>Business Planning Guidance to include information on the requirement to proactively promote disability equality and the Disability Equality Duty for the Public Sector.</p> <p>Review of Disability Action plan to be carried out in line with the Business Planning cycle.</p> <p>Progress on disability equality reflected in Annual Report.</p>	High	Head of Policy & Planning	Disability Equality built into Business Planning process.
Ensure that the Museum's internal policy development takes due account of Equality and Diversity (including Disability) issues and opportunities	Equality & Diversity considered in the development of key policies	Ongoing	Policy owners	The Museum is able to demonstrate where and how consideration of diversity and equality issues (including disability) have influenced policy development.
Communications and marketing				
Develop and set disability access standards for all Museum written communications (internal and external).	<p>To undertake a regular audit / survey with all stakeholder groups to improve our communications materials.</p> <p>Desk research to identify national standards so that they can be integrated into the next corporate style guide.</p> <p>Communicate the style guide to all staff and make them aware that it is a Museum policy to comply with the standards.</p>	High	Head of Marketing	Written communications comply with National Disability access standards.

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Review current Museum contact methods to ensure accessible options are in place.	Seek feedback from disabled people on existing contact methods. Advertise Museum range of contact methods on all publications and website.	High	Head of Marketing	More people can contact the Museum easily.
All events held by the Museum are fully accessible for disabled people.	Develop an accessible venues policy. Produce a diversity issues checklist for all staff involved in organising events. Compile list of accessible venues throughout Wales which can be used for events. Ensure these have been audited by a registered access auditor.	High	Head of Programmes & Presentation/ Site Activities Coordinators	Museum is using venues which are accessible to everyone, and promoting the importance of complying with the Disability Discrimination Act 2004 which relates to all public premises being accessible to disabled people.
Review communication and marketing materials to ensure positive images of disabled people.	Review of existing materials and images with a view to increasing the stock of images available for use. Produce guidance on good practice around positive images of disabled people.	High	Head of Marketing	Museum actively promoting positive images of disabled people.
Finance and Procurement				
Direct Procurement – Procurement policy and detailed guidance addresses disability equality adequately.	Sustainable Procurement policy refers to disability equality. Detailed internal guidance for procurement processes includes disability equality. Internal guidance included in procurement processes.	High	Head of Finance	Procurement policy developed. Disability equality fully incorporated into procurement process.
Direct Procurement - Develop a system to measure diversity of suppliers including disability	Update new supplier information request to capture equality details.	Medium	Head of Finance	New procedures implemented.

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equality	Update existing questionnaire to incorporate diversity and circulate to existing suppliers, capture information on the accounting system.			Questionnaire developed and issued to suppliers to establish supplier characteristics baseline.
Direct Procurement - Provide support for disabled led businesses to compete for procured work including how to submit tenders, secure contracts and deliver services.	<p>Establish baseline of disabled led businesses.</p> <p>Accessible short guide produced explaining how Museum commissions and procures work.</p> <p>If necessary run an event for diversely owned businesses.</p>	Low	Head of Finance	Number of disabled lead businesses involved in direct procurement process increases.
Museum site management and facilities				
Produce an inclusive design policy and manual for all sites.	Work with a variety of disability groups to ensure that the policy takes into consideration the needs of a wide variety of disabled people.	Medium	Head of Design	Contractors are aware of and adhere to Museum's commitment to disability equality and inclusive design.
<p>Review accessibility audits of premises and undertake audits where necessary.</p> <p>Put in place an accessibility plan to remove barriers based on accessibility audit.</p>	<p>Complete an accessibility review of all premises'.</p> <p>Prepare an accessibility plan for all sites and submit the associated budget request to support the plan.</p> <p>Implement the recommendations of the accessibility plan in line with the activities and timescales set out within it.</p>	Ongoing	Site Managers/Head of Buildings	Plans in place by to make all premises accessible.
Publications & Design				
Review accessibility of the Intranet.	<p>Circulate the draft designs for the new Intranet to the Diversity Group for accessibility quality assurance advice.</p> <p>Intranet will meet priority one and two checkpoints from the W3C web content</p>	High	Head of New Media	Intranet is fully accessible to disabled staff.

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	accessibility guidelines for websites. The Intranet will be AA compliant.			
Review accessibility of Museum website and Virtual Museum.	Websites will comply with accessibility standards.	High	Head of New Media	Web sites fully accessible.
ICT				
Ensure all ICT and connectivity equipment is accessible for disabled people.	Ensure that all disabled staff have necessary adjustments made to the ICT equipment provided to them to ensure that ICT and connectivity equipment is accessible or can be adapted to ensure accessibility.	High	Head of ICT	Disabled staff are not excluded from using ICT or connectivity equipment.
Administration				
Ensure Health and Safety policy includes consideration of disability issues.	Amendment to Health & Safety Policy Statement. Health & Safety Policy to be rewritten and include an Equality & Diversity statement	High	Head of Administration	Health and safety policy takes account of disabled people.
Include emergency exits procedures in induction handbook which includes information for disabled staff.	Amendments to Induction handbook to be completed. Review related procedures and issue amendments as required for each office.	High	Site Managers/Head of Visitor Services	Emergency exit procedures take account of disabled staff.
Develop internal meetings policy in relation to disability access and communicate to all staff.	Develop policy in collaboration with disabled staff and groups. Communicate policy to all staff.	Medium	Head of Administration	All staff are aware of need to make reasonable adjustments for meetings for disabled staff and visitors.

External

Activity	Milestone	Priority	Lead Responsibility	Measure of success
Exhibitions & Events				
Ensure all collections, events, displays and programmes have disability issues mainstreamed into them	<p>Events, displays and programmes have disability issues included</p> <p>Diversity policy included as element of methodology in framework programme. Policy will refer to disability equality</p> <p>Encouraging diversity(including disability equality) to be included in annual delivery plans</p> <p>Key programmes develop diversity policies and performance monitored six monthly</p> <p>All new projects are brought through equality appraisal stage before being approved and reviewed annually on anniversary of investment decision</p>	High	Head of Programmes & Presentation/Site Managers/Heads of Curatorial Departments	<p>Disability is mainstreamed into Museum work</p> <p>More disabled people taking part in the creation of displays and programmes</p> <p>Consistent participation of disabled people in events, competitions etc. measured through registration data.</p> <p>Consistent coverage of disabled people in marketing materials and case studies</p>
Undertake Equality Impact Assessments of Museum day to day business, displays etc	External consultant contracted, EIA undertaken in consultation and involvement of disabled people.	High	Head of Programmes & Presentation/Site Managers/Heads of Curatorial Departments	EIA undertaken and gaps identified and negative impact mitigated.
Learning				
Ensure that Museum education initiatives are specifically promoted to disabled students and staff.	<p>Include information on promotion to disabled students/staff as part of routine audit of education initiatives</p> <p>Ensure that websites are compliant (WCAG/AA)</p>	High	Head of Learning	Disabled students and staff assisted to participate fully.

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Include accessibility standards for development of projects	Adopt inclusive design toolkit and promote to partners.	Medium	Head of Learning	Projects promote the General Duty of the Disability Equality Duty for the Public Sector
Develop Learning programmes associated with projects which reflect diverse learning styles and are suitable for a range of user groups.	Work with disability groups and special needs schools and teachers to ensure that the Learning programmes meet the needs of disabled learners.	Ongoing	Head of Learning	The Museum's Learning programmes are accessible to a diverse range of users, including those who are disabled.
General				
In encouraging excellence and participation in the arts we will seek to include disabled people and their representative groups, identify any barriers to inclusion and take action to remove them	Consultation will take place with disabled people and their representative groups Barriers will be identified and action taken to remove or minimise them	Ongoing	Policy owners/Museum Managers/Head of Programmes & Presentation	More disabled people will be participating in the arts
In our future programmes we will ensure inclusion of disability heritage, contribution, and history	Research will be undertaken to ensure the representation of disability culture, heritage and history in our programmes. Consultation will take place with disabled people and their representative groups.	Ongoing	Heads of Curatorial Departments	The experiences and contributions of disabled people throughout our history and culture will be reflected in our programmes.

Operational Plan Objectives[†]

Activity	Milestone	Priority	Lead Responsibility	Measure of success
Priority Area One				
Consult and involve disabled people in the planning and development of projects including the redevelopment of the gallery space at National Museum Cardiff, and the development of St Fagans: National History Museum	Project consultation process involves disabled people	High	Project Managers/Museum Managers	Projects take account of the views of disabled people and are physically and intellectually accessible to all.
Priority Area Two				
Adding to the collections in ways that are relevant to the needs of today and the future	Collaborating with relevant stakeholder and visitor groups including disabled visitors and their representative groups	High	Head of Collections/ Heads of Curatorial Departments	Ensure that the collections are meaningful to the diverse peoples and culture of Wales including disabled people.
Implementing physical improvements at our museums	Conduct Access Audits where necessary and include any recommendations in the Buildings Department Action Plan.	Ongoing	Museum Managers/Head of Buildings	Visitors experience the collections in accessible, safe and well-maintained environments
Priority Area Three				
Learning from our visitors to ensure that our collections can be used and enjoyed by all.	Engaging with disabled visitors to establish their needs and to ensure that these are met.	Ongoing	Head of Learning	The collections can be used for enriching and enjoyable learning experiences that reflect the diverse educational needs of all our visitors.
Review provision for signing at events and plan a display discussing British Sign Language and the Deaf community for Oriel 1	Involving the Deaf community and their representative groups in planning the exhibition and in establishing their requirements for BSL tours.	Ongoing	Head of Social & Cultural History/Museum Managers/Diversity Officer	The display in Oriel 1 will raise awareness of the Deaf community and BSL as a minority language. Regular BSL tours would be included in our events

[†] Taken from the Operational Plan 2008/09

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				programme and marketed to the Deaf Community.
Using new technologies to create a 'Virtual Museum of Wales'	Ensure our website and 'Rhagor' our online collections resource is accessible to all visitors. This will be done through involving disabled users in the design and testing of these resources.	High	Head of New Media	The 'Virtual Museum of Wales' is both local and global in reach and brings new opportunities for learning in diverse ways and environments that are accessible to all.
Ensuring our research programmes meet the requirements of our visitors and users as well as the collections	Consult with visitors to identify learner objectives and target audiences in all our projects	High	Heads of Curatorial Departments	Creating a user-centred Museum that is accessible to all.
Priority Area Four				
Finding ways to welcome and engage with people asking how we can make our events, exhibitions and the national collections more relevant to the diversity and lifestyles in today's Wales.	Develop and assess the new consultative mechanisms which have been established to involve stakeholder groups currently under-represented in the Museum's work, including disabled people. Recruit non-visitors to participate in a study aimed at mapping non-visitor perception	Ongoing	Project Managers/Head of Marketing with advice from the Public Consultation Coordinator	The Museum's exhibitions and events are accessible and inclusive. Perceived and actual barriers to accessing the Museum's services are identified and eliminated.
Reaching out to and learning from partners in the diverse communities of Wales	Establishing new and innovative ways of engaging with hard to reach communities, including disabled people and groups that we have not worked with in the past. Establishing new partnerships to inform the work of the Museum.	Ongoing	Head of Human Resources/Head of Learning/Museum Managers with advice from the Public Consultation Coordinator	The scope of the Museum's work is enriched and develops along new learning pathways.
Developing our learning agenda	Developing a consultation with stakeholders to establish what issues they would like to see	Medium	Head of Learning/Heads of	The Museum becomes known as an organisation where open

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	tackled in our programmes and events.		Curatorial Departments	discussion of contemporary issues takes place in a non-prejudicial and inclusive environment.

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Priority Area Five				
Developing our public programmes to generate debate and discussion.	Use the results of our research and the knowledge inherent in our collections to generate discussions	Medium	Head of Programmes/Heads of Curatorial Departments	Our Museums will be recognised centres of debate on issues of public concern.
Providing greater access and increasing the local profile of the national collections.	Work with partner organisations to establish the needs of the groups that they represent.	High	Head of Learning/Heads of Curatorial Departments	Our collections will be displayed and interpreted in a variety of communities across Wales.
Priority Area Six				
Nurturing and sustaining talent and commitment in our staff, advisors and volunteers.	Ensuring that training and development opportunities are available to all staff, ensure that any necessary reasonable adjustments are made for disabled members of staff, ensuring that robust policies and procedures are in place to support employees from under-represented groups.	High	Head of Human Resources	The Museum has a diverse range of staff at all levels of the organisation. Staff Survey results demonstrate that staff members from all backgrounds feel that their development needs are being met.
Develop an inclusive Volunteer Policy	Monitor existing volunteers to identify under-represented sectors of the community. Conduct research to identify barriers to volunteering by under-represented groups. Target recruitment for volunteer opportunities at under-represented groups.	High	Head of Human Resources	The Museum's volunteers are representative of the communities in which our Museums are based.
Priority Area Seven				
Working together with the Welsh Assembly Government, other Assembly Government Sponsored Bodies and public agencies to support and deliver arts, culture,	Use our influence to ensure that disability equality is an integral part of these strategies.	Ongoing	Director of Operations	The people of Wales, and visitors to Wales benefit from these strategies as well as contributing to international agendas in these fields.

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education and learning, environment and tourism strategies				
Maximising income generation from a range of sources, including the enhancement of commercial activities such as corporate hire of our Museums.	Improving accessibility and positively marketing our existing achievements in terms of accessibility will allow us to maximise our potential in this area.	Ongoing	Head of Enterprises/Site Activities Coordinators/Head of Marketing	Increased income generation.