Mainstreaming the Equality Act

Progress report on the delivery of the aims of the general duty of the Equality Act 2010

National Museums Scotland
2013
Welcome

National Museums Scotland’s vision sets out what we aspire to achieve over the next ten years:

…Inspiring people, connecting Scotland to the world and the world to Scotland.

For many years we have been putting into place the policies and practices that will deliver this aspiration. Visitors are at the heart of our operation and ensuring all our visitors have an opportunity to engage with our collections, participate in our learning programmes and enjoy their experience is a responsibility to which we attach great importance and this has been reflected in our proven track record of providing wider access.

This service and access is realised through our setting of strategies and policies and brought to life by the creativity, commitment and talent of our workforce and our volunteers and we thank them for their contribution to our visitor and stakeholder experiences. To build on our success we continue to lead and develop our staff and volunteers to realise their potential and the potential of National Museums Scotland.

This is our first Mainstreaming Report and outlines our approach to embedding equality and diversity in our day-to-day work, whilst appreciating those specific projects in relation to community engagement and digital access will create even further advance access and engagement with our collections, learning and participation in public life.

Many of the actions delivered as part of our previous Equality Schemes and Action Plans means that many areas of this work is already mainstreamed but there are always improvements that can be made and this commitment is outlined in our Equality Outcomes for our functions as a policy maker, an employer and a service provider. We wish to continue to build on our successes and achievements, but are realistic in acknowledging that some initiatives will take longer than others.

The Mainstreaming Report will support our monitoring and delivery of both our aspiration to embed and also focus on the delivery of our Equality Outcomes. This in addition to our work on decision-making, impact assessment and other aspects will ensure that National Museums Scotland delivers its mission:

We preserve, interpret and make accessible for all, the past and present of Scotland, other nations and cultures, and the natural world.

Dr Gordon Rintoul
Director
1.0 Introduction and background

This is National Museums Scotland’s first Mainstreaming Report and outlines how we as an organisation are embedding equality and diversity in to our day-to-day work.

The 2010 Equality Act places a responsibility on listed organisations, of which National Museums Scotland is one, to publish a Mainstreaming Report every two years as a minimum. This Report outlines the commitment and progress that National Museums Scotland has made in delivering the general duty to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share protected characteristics and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

In addition to this Mainstreaming Report the specific duties also require National Museums Scotland to produce Equality Outcomes that will address areas of change or improvement over the next four years. These Outcomes are published on our website separately and can be reviewed by visiting: http://www.nms.ac.uk/about_us-1/about_us/corporate_information/equalities_duty.aspx
2.0 As a policy maker

2.1 Strategic Framework
In 2009 and 2010 we reviewed our long term aspirations and refreshed our Strategic Framework through Achieving our Ambitions project. This project looked at what and where we wanted to be to meet the needs of the collection, our audiences and our stakeholders.

We now have in place a revised Strategic Framework for the ten year period covering 2011-2021 to enable us to deliver our priorities, increase our impact and achieve our ambitions. This has resulted in a new vision:

...Inspiring people, connecting Scotland to the world and the world to Scotland.

This vision will be delivered by our four strategic themes that set out our main areas of delivery:

- **Collections**: developing the potential of our collections making time more relevant to today's audiences.
- **Audiences**: engaging people with our collections, at and beyond our museums.
- **Connections**: building more strategic relationships, nationally and internationally.
- **People and Resources**: engaging and developing our people enhancing our estates and increasing income.

These Strategic Themes guide our work and are translated into 13 Strategic Priorities which in turn are translated into 41 Strategic Actions focusing us on delivering to our diverse audiences and supporting our workforce.

By looking at our activities in this way we are more readily able to see how balanced we are in relation to these themes within the context of our planning; across our programming; and our museums.

2.2 Business Planning
In addition our business planning documents have been changed to include specific reference to any activities that would support the delivery of the Equality Act 2010 to ensure action, transparency and increasing embedding.

2.3 Impact Assessments
Since 2007 National Museums Scotland has undertaken Impact Assessments where relevant and responded proportionately to the issues identified. This evidence based approach has enabled us to make improvements and we continue to do so when setting strategies and policies. This appreciation of impact is part of who we are as a museum and we continue to embed it through the use of audience advocates and developing a more bespoke Impact Assessment process to support our aspirations for equality and diversity.
3.0 As an employer

3.1 Staff and Volunteer Experience
National Museums Scotland continues to be an equal opportunities employer from policy to practice to perception. Our Staff Surveys in 2005, 2007 and 2010 all reflect this perception and a recently circulated Staff and Volunteer Questionnaire continues to reflect this perception through responses to questions like:

*In relation to the following characteristics please tick the statements that best describe National Museums Scotland as an equal opportunities employer or place to volunteer.*

3.2 Information and Evidence
We have continued to analyse a range of employee and volunteer data annually to enable us to look at trends and patterns in relation to occupational segregation, workforce profile as well as other requirements outlined in the Equality Act or by other stakeholders.

For example we published our Equal Pay Report in 2012 and this can be downloaded by visiting our website: http://www.nms.ac.uk/about_us-1/corporate_information/equalities_duty/equal_pay.aspx

Our annual Workforce Profile can be found in Appendix 1.

In addition we have an ever increasing volunteer base with over 180 volunteers from different backgrounds and experiences giving their time regularly supporting a wide range of activities across our museums and sites.

3.3 Training, Development, Communication and Engagement
We have continued to offer our equality and diversity training to all new joiners and refreshers as required and are developing some basic resources for those who feel additional information would support their confidence and competence.

Our managers are the key to creating a positive and equal workplace and we offer many workshops to ensure this is the case for example from Recruitment and Selection workshops to HR matters; from Respect & Digital to Managing Attendance, all reflect the key policy areas that affect staff and volunteers experience of work.

We are committed to sharing good practice and current thinking about equality and diversity and now have a dedicated intranet page for staff and volunteers that acts as a hub for information relating to news and developments as well as resources from conferences and training events.

We also know that engaging with staff and creating a space for dialogue is critical to ensure that we create a positive working environment for all and to that ends National Museums Scotland has developed a new Employee Engagement Strategy that focuses on six themes, Teamworking, Partnership working, Leadership, Communication, Performance and Reward; and Well-being. Our progress in this will not only be measured through our on-going Staff Surveys but also through regular mini engagement surveys and we hope this will contribute to our aspirations in relation to equality and diversity.
4.0 As a service provider

4.1 Achievements to date
National Museums Scotland has a proven track record in relation to excellent service provision for our diverse audiences this has been showcased through recent:

Awards: 5 star Visitor Attraction award, EventScotland/Arts & Business for RBS Lates Nominations for awards: Kids in Museums, the Art Fund prize and European Museum of the Year. Highly Commended Children & Families Achievement Awards 2012,
Visitor Numbers: Across National Museums Scotland we welcomed more than 2.4 million visitors and at National Museum of Scotland alone more than 1.8 million visitors.

4.2 Special Exhibitions
Our Special Exhibitions Programme continues to tell stories from a wide range of people perspectives appealing to a wide range of audiences, for example at the National War Museum Land Girls and Lumber Jills uncovering the story of the Scottish Women’s Land Army and Timber Corps and more recently Reconstructing Lives which was a fascinating and moving look at the experience of those who have lost a limb through war. Both have particular resonance to the equality and diversity agenda.

4.3 Community Engagement
We want our collections to reach and connect with as many people as possible. Our community projects aim to meet the needs and interests of different groups around Scotland, offering wider access to our objects and resources for example:

- **Scotland Creates** is a two-year project will work with four partner museums across Scotland to give young people the opportunity to work alongside our curators and some super awesome creative partners such as The National Theatre of Scotland, Scottish Ballet and Live Music Now to create their own exhibition and events

- **Contact the Elderly** has been an extremely successful initiative during the past three years, the group, plus their volunteer drivers and helpers, have viewed special exhibitions at National Museum of Scotland, as well as visiting our Scotland galleries and made two visits to National Museum of Flight.

- **We continue to look broadly and inclusively in relation to our projects for example the Scottish Mental Health Arts & Film Festival (SMHAF) is one of Scotland's most valued cultural events. Working with a group of mental health service users, we explored how the museum collections can be used as inspiration for mental health and well-being and to help challenge attitudes towards mental health through the arts.**

4.5 Digital Engagement
Our website continues to be a destination with nearly 1.5 million website visits and our social media presence grows with more than 23, 000 Facebook fans and more than 6, 500 Twitter fans. Combine this with an ambitious collections digitisation project over the next four years ensures that digital access to the collection is further improved enabling people who may not find visiting one of our museums as easy or convenient to still be able to access our national collections.
5.0 The future

We have seen the positive impacts of our commitment to equality and diversity and the implementation of clearer legislation has helped ‘join’ up our approach in relation to our functions as a policy maker, an employer and also as a service provider.

We are committed to continue with the progress made to date and acknowledge that there remains more to do to ensure that we continue to meet our own aspirations, and also the needs of all who use our services and as well as our own staff and volunteers.

This is our first Mainstreaming Report and it is published in parallel with our Equality Outcomes. Over the next two – four years we will continue to monitor, act and give feedback to ensure that our second Mainstreaming Report builds on this one with even more examples of how we are achieving this in our day-to-day work and also stretching and improving through specific projects to meet needs of groups that can’t be met as readily.

If you would like to get involved in any of our work in relation to equality and diversity then please do not hesitate to contact equalityanddiversity@nms.ac.uk or visit our dedicated equality and diversity pages on our website:
http://www.nms.ac.uk/about_us/about_us/equality_and_diversity.aspx
Appendix 1 Workforce Profile

National Museums Scotland measures and monitors a number of HR processes and indicators to identify the extent to which they deliver the anticipated benefits of strategy and policy; and at the same time any issues with regard to implementation.

We report on these measures throughout the year for specific stakeholder groups and in addition review all measures as part of developing Equality Outcomes and other requirements in line with Equality Act 2010, for example snapshots for workforce and volunteer profile; as well for other measures longer time periods for example previous performance year (2012-2013) like returning from maternity leave.

Our workforce profile data is captured through applicants completing our Equal Opportunities Monitoring Form and through our annual Data Capture and Cleanse exercise whereby existing staff are asked to review the demographic information we hold on them and for them to amend and include additional information where there are gaps for particular characteristics. Where people have left a characteristic blank we have included this blank into Do not Wish to Disclose (DnWtD) response.

As with many organisations we have found that there are certain characteristics that our staff and volunteers feel less willing to share with us and we respect these feelings, however we also reflect that we may need to be clearer about the reasons for wanting this information and how we use it not only demonstrate due regard but also, where applicable, to make improvements.

Outlined below is the Workforce Profile for National Museums Scotland taken as a snapshot in April 2013 based on n= 458.

<table>
<thead>
<tr>
<th>Age</th>
<th></th>
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<tbody>
<tr>
<td>Under 16</td>
<td>none</td>
</tr>
<tr>
<td>16 – 24</td>
<td>2%</td>
</tr>
<tr>
<td>25- 44</td>
<td>47%</td>
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<tr>
<td>45- 65</td>
<td>48%</td>
</tr>
<tr>
<td>65- 74</td>
<td>2%</td>
</tr>
<tr>
<td>Over 75</td>
<td>none</td>
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<table>
<thead>
<tr>
<th>Disability</th>
<th></th>
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<tbody>
<tr>
<td>Do not Wish to Disclose</td>
<td>23%</td>
</tr>
<tr>
<td>No</td>
<td>69%</td>
</tr>
<tr>
<td>Yes</td>
<td>7%</td>
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<table>
<thead>
<tr>
<th>Gender Re-assignment</th>
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<tbody>
<tr>
<td>We do not currently include a gender identity question in our Equal Opportunities Monitoring Form or our Data Capture and Cleanse Template. It is widely recognised that there is limited evidence into the experiences of transgender people in Scotland. Currently, there is no fully tested recommended question with which to collect information on gender identity in surveys or other data sources. The Equality and Human Rights Commission began work into this and we will include where possible their recommendations whilst balancing confidentiality and disclosure.</td>
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<table>
<thead>
<tr>
<th>Marriage or Civil Partnership</th>
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<tr>
<td>This characteristic is covered by only one part of the general duty which is to eliminate discrimination, harassment, victimisation and any other prohibited act. Whilst we</td>
<td></td>
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</tbody>
</table>
Appendix 1 Workforce Profile

capture and record this information through our Equal Opportunity Monitoring Questionnaires we have yet to run a report on it and will do as part of our work over the next six months.

**Pregnancy and Maternity**
At the current time we have the following employees off on:
- Maternity Leave 2% of our female workforce
- Paternity Leave none
- Adoptive Leave none
- Parental Leave none

**Race**
- Do not Wish to Disclose 11%
- White Other British 39%
- White Scottish 35%
- White Other 13%
- White Irish 1%
- Asian Indian 0.4%
- Black African 0.4%
- Asian Other 0.2%
- Asian Pakistani 0.2%
- Other 0.2%
- Mixed 0.2%

**Religion or Belief**
- Do not Wish to Disclose 51%
- None 29%
- Church of Scotland 11%
- Other 5%
- Roman Catholic 4%
- Buddhist 0.2%
- Muslim 0.2%

**Sexual Orientation**
- Do not Wish to Disclose 50%
- Heterosexual 48%
- Homosexual 0.9%
- Bisexual 0.2%
- Other 0.2%

**Sex**
- Do not Wish to Disclose none
- Female 55%
- Male 45%
This Mainstreaming Report is available in larger print format.

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www.nms.ac.uk