

NATIONAL ARMY MUSEUM
DISABILITY EQUALITY SCHEME

The NAM's Disability Equality Scheme should be read in conjunction with the NAM's published Strategy for Equality and Diversity, Access and Inclusion (EDAI) (updated 2008) and related documents.

1 Introduction

This Policy sets out the National Army Museum's (NAM's) intentions and obligations under UK employment and anti-discrimination legislation. As a public authority, the NAM is subject to a race, gender and disability equality duty and intends to show, where appropriate, the same commitment to promoting equality of opportunity and tackling discrimination on grounds of sexual orientation, religion or belief, gender reassignment, age, family leave and working patterns.

The NAM is committed to equality and diversity, which is central to all aspects of its work as outlined in the NAM's Equality and Diversity, Access and Inclusion Policy and the NAM's Strategic Plan.

2 Anti-Discrimination Legislation

Disability Discrimination Act

The Disability Discrimination Act prohibits discrimination against disabled persons in connection with employment and vocational training, the provision of goods, facilities and services and public functions.

The Disability Discrimination Act (1995): Definition

The Disability Discrimination Act (1995) defines a disabled person as a person who has "a physical or mental impairment, which has a substantial and long-term effect on the person's ability to carry out normal day-to-day activities".

3 Disability Equality Duty

3.1 General Duty

3.1.1 Disability Discrimination Act (Amendment) 2005

The amendments made by the Disability Discrimination Act 2005 detail the duties of public authorities relating to disabled people. These new duties were introduced in December 2006 and all public sector organisations have a legal duty to promote equality of opportunity (Disability Equality Duty) for disabled people.

The Disability Equality Duty covers the full range of what public sector organisations do – including policy making and services that are delivered to the public.

People who work in the public sector are required to consider the impact of their work on disabled people, and take action to tackle disability inequality. This should mean that disabled people have better employment opportunities and do not come across discrimination when, for example, using a service. It is also intended to help promote positive attitudes towards disabled people in everyday life.

The NAM, when carrying out its functions, will have due regard to the need to:

- eliminate unlawful discrimination against disabled people;
- eliminate disability-related harassment of disabled people;
- improve equality of opportunity for disabled people;
- promote positive attitudes towards disabled people;
- encourage participation by disabled people in public life;

- take steps to take account of people's disabilities, even where that involves treating disabled people more favourable than others.

3.1.2 Harassment and Bullying

Within the NAM's general duty to eliminate unlawful discrimination and to promote equality of opportunity and good relations between people, all members of staff will have a right to protection from harassment, and a responsibility to ensure that the working environment is free from harassment and that the dignity of others is respected. As such, all members of staff are required to:

- ensure that their own conduct does not cause offence;
- challenge colleagues who harass others;
- be prepared to offer support to those who suffer or witness harassment;
- be prepared to report harassment against themselves or others.

This will be overseen by the NAM's strategy and policies on Equal Opportunities and Harassment, Bullying, Victimisation and Fighting at Work, and supplemented by the provision of training in areas of equality and diversity.

Progress will be monitored by the Department of Human Resources through the collection and analysis of data on recruitment, employment and retention, career progression, training, performance management, and incidents of discipline and grievance.

3.1.3 Training

Provision

All training carried out by the NAM, or on its behalf, will embrace the principles of equal opportunities. Training is offered to all members of staff irrespective of gender, marital status, race, colour, ethnic or national origin, disability, sexual orientation, religious beliefs, age, pregnancy, trade union/staff association membership or activity or permanent, part-time or fixed-term employment status.

The NAM is committed to ensuring that there are equal opportunities for all staff in the development of their careers, through performance management, training and developmental opportunities. To support this commitment, training is made equally available to ALL staff, through the completion of personal training and development plans.

Equality and Diversity Training

In support of its Equality and Diversity Policies and to meet the general duty, the NAM recognises the importance that its entire workforce is properly trained, that staff awareness is raised and that staff are sensitive to equality and diversity issues. As such, the NAM provides mandatory training on equality and diversity as part of its induction programme. Feedback from the training is analysed to assess the training's quality, relevance and impact.

Equality and Diversity policies and the responsibility for ensuring that people, both within the Museum and in the wider community with whom they come into contact as part of their duties, are treated fairly and with respect will be a key component of training.

Equality and diversity training is periodically reviewed to ensure the content and delivery of the training meets the requirements of the NAM and its equality objectives.

Data Collection

In addition, the data collection of incident's that have occurred (e.g. discipline or grievance), along with periodic survey results and data from exit interviews in relation to equality and diversity will be continuously monitored and analysed.

Other Training

All members of the Equality and Access Group have received training, which covered diverse topics such as 'developing a disability action plan', 'accessible marketing and publicity', 'customer care', 'deaf equality' and 'organizing an accessible event'.

The NAM has supported members of staff in the provision of training with regard to Inspiring Learning for All, project management and other issues that have a bearing on access, especially in planning displays.

Key Front of House, Education and Human Resources staff have been trained in British Sign Language.

3.1.4 Promotion

The NAM has an internal promotion process in operation, which gives existing members of staff greater opportunities for their own development and management experience in working at a higher grade in both temporary and permanent appointments.

3.1.5 Occupational Welfare Service

The NAM funds the provision of an Occupational Welfare Service (OWS); a confidential advisory and professional support service to members of staff in both personal and work-related issues, including harassment and bullying, discrimination, illness and disability, injury, retirement, bereavement, relationships and addiction.

The OWS has a wide range of contacts with organisations that can provide help and support with a variety of issues including debt and financial problems, domestic matters and healthcare.

3.1.6 Occupational Health Service

The NAM funds the provision of an Occupational Health Service (OHS) providing support and expert advice to members of staff and management regarding ill-health and capability issues and the provision of workplace assessments.

3.2 Specific Duties

Specific duties apply to public authorities to ensure better performance by them of the general duty. The specific duties cover obligations in respect of policy and service delivery and employment.

A Disability Equality Scheme (DES), which is a timetabled and realistic plan, setting out the NAM's arrangements for meeting the general and specific duties, will be reviewed once every three years.

The DES and Action Plans will be available on the NAM's internal and external Website at www.national-army-museum.ac.uk/aboutUs/

In developing its Disability Equality Scheme, the NAM has consulted its employees, service users and other stakeholders who have an interest in the way it carries out its functions.

3.2.1 The NAM's Disability Equality Scheme includes:

- A statement of how disabled people have been involved in developing the scheme (where appropriate).
- An Action Plan that includes practical ways in which improvements will be made;
- The arrangements in place for gathering information on how the NAM has delivered disability equality.

3.2.2 The NAM's Equality and Access Group, have sought assistance and input from disabled people in a number of ways to assist in the development of the services and facilities at the Museum including:

- the testing of the new wheelchair stock by a disabled (mobility impaired) visitor, resulting in a feedback report;
- consultation with a profoundly deaf visitor, and noting his recommendations for improvements to the galleries;
- Access Audit carried out by Victoria Waddington (1999), who herself was a wheelchair user

3.2.3 The NAM, when meeting its duties, will:

- involve disabled people (where practicable) in the development of this scheme through feedback questionnaires, surveys and focus groups;
- assess the impact of its policies and functions as a method for Equality Impact Assessment;
- have arrangements in place for gathering information in relation to employment and access, and where appropriate, its delivery of education and related functions;
- have arrangements for putting the information gathered to use, in particular in reviewing the effectiveness of its Action Plan and in preparing subsequent Disability Equality Schemes;
- within three years of the scheme being published, take the steps set out in the action plan (unless it is unreasonable and impractical to do so) and put into effect the arrangements for gathering and making use of information;
- publish in an Annual Equality Report the steps taken under the action plan, the results of its information gathering and the use to which the information has been put;
- aim to mainstream equality in all employment and non-employment practices.

3.2.4 Equality Impact Assessment

The NAM will review its functions, policies and activities as an ongoing process. This review will be used to develop Action Plans and as the starting point for Equality Impact Assessments to ensure compliance with the duties and to ensure equal treatment for the entire workforce and visitors/users. All new policies, relating to employment and non-employment issues will be equality-proofed as they are developed.

As policies are developed or reviewed, they will contain an 'equality impact assessment statement', and will be placed on a forward review programme.

Policies will initially be screened to assess the potential impact of diversity issues to determine relevance and proportionality. If this screening shows that diversity issues are relevant to the policy, a full equality impact assessment will be undertaken to ensure that any adverse impact is identified and that it is fully justified, removed, minimised or managed. Any further action will inform future equality scheme action plans in consultation with staff, initially through the Equality and Access Group.

4 Support Groups

4.1 Equality and Access Group

The NAM's Access Group, established in 2005, has been re-confirmed as the Equality and Access Group and will consider all strands of equality alongside access issues.

The Equality and Access Group will review all elements of the Visitor/IT Audience Profile, the Staffing Profile, the Formal Education and Lifelong Learning Programmes, and the Visitor Experience (informed by visitor information and statistics produced as a result of surveys and MORI (or other) polls), questionnaires, the website and feedback from users of the Templer Study Centre, as part of the development of the EAID Strategy, in order to assess the degree of success against the stated aims. These will be used to inform the Audience Development Strategy.

The Equality and Access Group's mandate is detailed in the NAM's Strategy Document for Equality and Diversity, Access and Inclusion.

4.2 Academy of Equality

In September 2008, the NAM commissioned and funded 'The Academy of Equality' - experts in the field of equality and diversity - to provide a framework of support, training, coaching and guidance that would support the Museum in delivering its equality remit.

The framework consisted of an audit of existing policies and activities, executive coaching to a new senior management team to reinforce equality at a strategic level, and outline the input and commitment required at this level to ensure delivery of equality, and training for key staff in the delivery of Equality Impact Assessments (EIA's). This has established the foundations of an in-house equality knowledge base to take the Museum forward in its aim to deliver equality and diversity.

5 Audits

5.1 Physical Audit

Two audits have been undertaken on the physical aspects of the NAM's building, by Austin-Smith: Lord (ASL) and Victoria Waddington Associates in 1999 and 2001 respectively. As a result, much of the physical aspect of the building has now changed. A further audit is anticipated in 2009 once the various recommendations have been implemented and the museum has appointed a Community, Equality and Access Office to co-ordinate these and other initiatives. Any future audits will be viewed in light of the Strategic Plans for the Museum (2008-2013).

In 2003 the Museum engaged the assistance of a partially sighted visitor to test out some of its events and exhibitions, and to comment on accessibility. As a result, comments regarding the lighting levels, levels and size of type, flooring, wall ad decoration contrast were noted and put into use through future exhibitions.

The visitor was also asked to evaluate for ease of use a number of audio guides, the recommendations of which, formed part of a report on the use of Audio Guides and were later trialled in the Museum's Art Gallery. The Museum will continue to engage in similar activities as part of its ongoing commitment towards equality.

5.2 Access Audit

An access audit was undertaken in 2008 based on site inspections of the Museum premises in Chelsea conducted in May and June, a review of policies, practices and procedures, and interviews with staff, including the Access Group. Access was considered in its broadest sense to ensure that the needs of all users could be identified and met. It was acknowledged at this time that the Museum had already made significant access improvements to its premises and services in recent years.

5.3 Website Audit

The Website plays a key role in enabling the NAM to deliver an inclusive and far-reaching service to a broad spectrum of visitors and users. As such, the website has been identified as needing to be used to the public benefit in a number of ways:

- To deliver the user need identified in April 2006 – NAM users and potential NAM users require up-to-date news, in-depth content and information regarding (online) services;
- To identify NAM user and potential NAM user needs to allow us to precisely target sectors of the audience and to allow users to interact with us more effectively;
- To develop a database driven Exhibition and Events Programme;
- To develop the Kids' Zone new and repeat audience by producing tailored content and advance the developing brand accordingly;
- The encouragement of interaction with veterans and their families, the recording of memories and the facilitation of family research;
- To develop interest in the subject and facilitate generic learning outcomes, utilising the relative freedom and flexibility of the Internet to offer tailored content, in-depth knowledge, diversity and multiple perspectives, in an accessible and inclusive format.

The integration of databases to manage content and to develop the site interface in order to enhance the user experience whilst adhering to industry standards relating to accessibility and DDA regulations including Double A and Triple A standard of Website accessibility of Website accessibility.

- To ensure all content is available in accessible formats with an emphasis on interaction and the delivery of more multi-media content: film and sound clips, 360 degree views of objects etc;
- To encourage exploration of, and engagement with, the NAM Collection by delivering interpretive, stimulating, unique and tailored content in a variety of accessible forms.

A resource of selected records initially covering every NAM object viewable on the website plus thematic groupings such as the Black and Asian contribution to the British Army.

The resource will be built up to complement the NAM's exhibition and events programme, utilising existing resources and new digitisation initiatives, with an overriding emphasis on relevance to the NAM's purpose and its potentially diverse audience.

The Online Collection will provide added value to the NAM's galleries and exhibitions and will also complement online exhibitions, providing users with entry and reference points into what might otherwise be an impenetrable and intimidating plethora of data. It will also provide more comprehensive access to parts of the Collection that are difficult to see because of conservation or space constraints.

Additional content will complement the NAM's programme of exhibitions, tours and events and will take a variety of forms including online exhibitions, online collections, online games, interactives online tour resources and 'Get the Facts' files – resources created with the assistance of Collections staff explaining campaigns, ranks, medals etc.

Our fundamental principle with regard to this content is to avoid creating any form of old style 'virtual museum', i.e. a mere copy of the NAM's physical galleries or displays that neither inspires nor adds to the user's learning experience.

- To ensure that NAM Staff contribute to and assist in maintaining the NAM Website creating a sense of ownership.

6 Mission Statement and Purpose

6.1 The National Army Museum's Mission Statement is:

To interpret and communicate the objects in the Museum's care in ways that inspire, provide enjoyment and provoke questions from diverse audiences.

6.2 The National Army Museum's Purpose is:

To explain the impact that the British Army has had on the character of Britain, Europe and the world.

The NAM has an important role on behalf of the Nation as a repository of the history and heritage of the British Army, as well as supporting the Defence Purpose through its contribution to the Army's image in society, to the remembrance of those who served, and to the education of Servicemen and Servicewomen.

In addition, the NAM sees its wider education role in the community as important in contributing to the delivery of the National Curriculum and Life-Long Learning. Visitors are currently admitted to the NAM Chelsea, and all the exhibitions there, free of charge.

6.3 The National Army Museum's Aim is:

To engage new audiences, via an interactive children's learning centre, the Kids ' Zone, and a redesigned website offered to new audiences – including user groups who have traditionally viewed museums as remote and irrelevant – an immediate, accessible route to visiting the Museum.

7 Access

The Museum's key outcomes and achievements in equality and access will be detailed in the NAM's Equality Annual Report published on the website:

www.national-army-museum.ac.uk/aboutUs/

8 Special Events and Activities Programme

In offering events and activities, the Museum ensures that the NAM website, events programme and membership programmes reflect its goals in promoting and encouraging equality, diversity, access and inclusion, that organised and publicised events take place in accessible places, and that services and necessary facilities offered at these events are accessible to all visitors.

9 Audience Development

The NAM is developing its strategy for outreach to a diverse audience on an ongoing basis.

Opportunities for the collection of high quality feedback and marketing data, in a suitable format, is being developed by the Equality and Access Group. Feedback questionnaires, visitor surveys, applications to use the Templer Study Centre and the website will be developed as an ongoing process, with due consideration for the sensitive nature of the data collection, thus increasing the NAM's capability for measuring success and improving its services.

10 Employment

Disability, including the diversity of the Museum's workforce, is overseen by the Director and Management Team and reviewed as part of the Museum's Strategic Plan.

10.1 Workforce Monitoring

The NAM's Department of Human Resources undertakes monitoring of the workforce regarding disability; results of monitoring will be published annually. The Department also monitors and reviews its employment and recruitment activities.

The Department of Human Resources monitors, by reference to disability, the numbers of:

- Staff in post;
- Applicants for employment, training and promotion.
- Staff who receive training;
- Staff who benefit or suffer detriment as a result of performance assessment procedure;
- Staff who are involved in grievance procedures;
- Staff who are the subject of disciplinary procedures;
- Staff who cease employment.

The Department of Human Resources collects and analyses data from surveys, monitoring forms, exit questionnaires and interviews.

11 Employee Support

11.1 Working Arrangements

The NAM is committed to developing policies and practices to ensure members of staff are fully supported in their employment, e.g. those who are affected by domestic violence [NAM Domestic Violence Policy], those suffering from ill-health [NAM Managing Attendance Policy] and those who have carer responsibilities [NAM Leave Entitlements Policy].

11.2 Flexible Working

The NAM is committed to developing its policies and practices to support flexible, part-time and home working and has maintained its flexi-hours scheme for well over ten years. The NAM is committed to supporting female members of staff returning to work from maternity leave; over the last 5 years, the NAM has supported 80% of requests to work on a part-time basis as a result of disability and carer responsibilities.

12 Recruitment and Support Placements

The NAM is committed to best practice in recruitment, and welcomes and encourages applications for employment from all sections of the community as supported by its Equality and Diversity Policies, particularly where certain groups are under-represented.

The NAM has an on-going commitment to improve the methods in which information is gathered on staff and applicants during the recruitment process, and ensures, where practicable, a diverse interview board panel.

The NAM's recruitment and selection process will be reviewed as an ongoing process to meet equality and diversity criteria.

12.1 The Five Commitments

The Disability Symbol (Two Tick Symbol) is a Government initiative developed so employers can show their commitment to good practice in employing disabled people. The five commitments relate to the recruitment, employment, retention and career development of people with disabilities.

The NAM will meet the five commitments (as shown below):

- To interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities. This is called the Guaranteed Interview Scheme;

- To ensure there is a mechanism in place to discuss, at any time, but at least once a year, with the employees with disabilities what they can do to make sure they can develop and use their abilities;
- To make every effort when employees become disabled to make sure they stay in employment;
- To take action to ensure that all employees develop the appropriate level of disability awareness needed to make the commitments work;
- Each year, to review the five commitments and what has been achieved, to plan ways to improve on them and let employees know about the progress and future plans.

12.2 Volunteers, Work Experience and Internship Placements

The NAM's strategy for the use of volunteers, work experience and internship placements is under review with the aim of developing opportunities to compliment, support and diversify its existing workforce.

It is intended that use of these schemes will increase the diversity of its workforce so that it is reflective of the communities it exists to provide a service to.

It is also intended that increased use of these schemes will provide further opportunities for existing members of staff to gain a range of management skills and experience to further enhance their career development.

12.3 Appointment of Trustees

The NAM aims to encourage a diverse Board of Trustees (NAM Council) in accordance with its aims to achieve diversity, and meet the needs of the community which it serves.

13 Closing Statement

- 13.1 The Museum's Disability Equality Scheme is a working document and provides a framework for disability equality. We welcome comments and suggestions from staff, visitors, community groups, stakeholders and any other interested parties. The plan will be reviewed annually and regular updates will be provided on the NAM's website.

Visitors to the Museum are openly encouraged to make comment and suggestions to how the museum and its services and facilities are functioning, and how they can be improved. This is via a Visitor Comments box located at the front Reception Desk.

13.2 Staff/Management Forum

A Staff/Management Forum was established in 2006 to encourage the discussion of issues affecting staff and working procedures, as well as the plans for the Museum as a whole. This forum is representative of the staff through individuals from different parts of the Museum. Agendas are raised, informed by staff suggestions and recent developments or changes in NAM Policy and Procedures and resolved through open discussion.

13.3 Community Groups

Community groups are to be more heavily consulted in the development of the Museum's plans and policies through liaison with the NAM's (shortly to be appointed) Community Liaison, Equality and Access Officer. Sectors of the Community, not previously reached through the marketing information or by virtue of their under-representation are to be targeted and included in many aspects of the museums work to ensure inclusiveness, accessibility and equality in all that we do.

13.4 Focus Groups

The Museum arranges annual Focus Groups discussions and consultation with members of the public in order to gain feedback in relation to proposals for exhibitions, galleries and displays and plans for the Museum; encouraging open discussion and feedback this forum helps to inform the content, relevance and ensure representation where possible through the collections of all sectors of society.

[Updated March 2009]