

The logo for Tyne & Wear Archives & Museums is a dark red square containing the text 'TYNE & WEAR' in a small, white, sans-serif font at the top. Below it, 'archives&' is written in a larger, white, lowercase sans-serif font, and 'museums' is written in the same font size and style at the bottom.

TYNE & WEAR
archives&
museums

Diversity, Equality & Access (D, E & A) Policy

Date approved by Tyne & Wear Archives & Museums Joint Committee:

November 2016

Diversity, Equality & Access (D, E & A) Policy

1. INTRODUCTION

1.1 Tyne & Wear Archives and Museums' (TWAM) is committed to ensuring that all aspects of its museum and archive activities are fully accessible to every sector of the community. This will be achieved by, where practical, removing or reducing any physical, sensory or intellectual barriers to access, and ensuring that no employee, volunteer, user or other stakeholder is discriminated against for any reason.

1.2 TWAM defines diversity as the complex mix of individuals and groups who together make up society. A variety of traditions, values, attitudes and beliefs influence everyone's identity and the identity of society around them. These influences may relate to ethnicity, faith, gender, sexual orientation and intellectual and physical ability, but might equally include health status, locality, educational, economic and social background.

1.3 Whilst TWAM recognises the broadest definition of diversity, it will particularly prioritise improving its engagement with some of the groups referred to as having the "protected characteristics" detailed in the Equality Act 2010 (see appendix 1 point 20). These are listed below and TWAM's agreed target communities are highlighted.

- age*
- being or becoming a transsexual person
- being married or in a civil partnership
- being pregnant or on maternity/paternity leave
- disability*
- race, including colour, nationality, ethnic or national origin*
- religion, belief or lack of religion/belief
- gender
- sexual orientation*
- (and in addition to the statutory protected characteristics) lower socioeconomic status* - people who could possibly experience discrimination due to their financial background. This is in line with Arts Council England's approach to equality and diversity as outlined in the Creative Case for Diversity (see appendix 1 point 19) and Equalities planning.

2. TWAM'S MISSION, VISION, COMMITMENT & BELIEFS

2.1 TWAM's mission is to help people determine their place in the world and define their identities, so enhancing their self-respect and their respect for others.

2.2 TWAM's vision for the future is for everyone to have access to museum and archive provision in Tyne & Wear, to use this access and to value it for the significant and positive impact that it makes upon their lives. We will provide real or virtual, worldwide access to our museums and archives and their collections.

2.3 TWAM's commitment is to a world-class service that is innovative, imaginative, creative, totally inclusive, secure and sustainable.

2.4 TWAM believes:

- we make a positive difference to people's lives
- we inspire and challenge people to explore their world
- we are a powerful learning resource for people of all needs and backgrounds
- we act as an agent of economic regeneration and help build and develop communities and the aspirations of individuals
- we are fully accountable to our stakeholders and users
- we should make our resources accessible to everyone

3. TWAM CORPORATE EQUALITY OBJECTIVES & DIVERSITY, EQUALITY & ACCESS STATEMENT (D, E & A)

3.1 TWAM has agreed five corporate equality objectives in consultation with and/or agreement from its Joint Committee, staff, volunteers, visitors, cultural partners, funders and various community networks. These are:

- to work together with our partners to contribute to delivering more effective and equal outcomes for visitors, service users and the organisation's volunteers
- to develop work with Children and Young People (recognising that some may be considered vulnerable or have additional needs) in order to achieve the best possible outcomes
- to ensure that staff, volunteers and users of TWAM services feel included leading to a sense of wellbeing
- to promote understanding and celebrate the varied cultures that make our area special
- to provide equality of opportunity to all people irrespective of their ethnic background, economic status, age, gender or disability

3.2 TWAM Equality Statement for Visitors and Services Users

3.2.1 TWAM exists for all people to visit, use and enjoy its museums, galleries and archives, in-person or online. We provide appropriate assistance to make sure that our activities, services and opportunities are made available to everyone, wherever possible.

3.2.2 We seek to provide a museum and archive visitor experience which is inclusive, secure and supports “equal access for all”. We recognise that people have differing interests and requirements. We provide and promote equality of access to all our services and venues for staff, volunteers, visitors and service users. We will plan and deliver services to ensure access for all.

3.2.3 TWAM provides training for staff and volunteers to make sure we offer appropriate support to all visitors. There are comments and complaints procedures which you can use to help us maintain and improve our services.

3.3 TWAM Equality Statement for its Staff, Volunteers and People/Organisations We Work With

3.3.1 All staff working within TWAM are retained by Newcastle City Council (NCC) and as such are required to comply with and support the NCC Equality Policy.

3.3.2 It is TWAM's aim that there will be equality of opportunity throughout the organisation.

3.3.3 The above principle will apply to all aspects of employment and volunteering. Everyone working within TWAM on a paid or voluntary has a responsibility to apply this principle in practice.

4. AIMS & OBJECTIVES OF THIS POLICY

4.1 Aims

4.1.1 In fulfilling its mission and in taking forward its work with audiences and communities, TWAM seeks to reflect the diversity of its communities and users through:

- collection and interpretation of objects, archives and associated information (see appendix 1 point 8)
- diversity in its displays and exhibitions
- events, learning, outreach and volunteering programmes (see appendix 1 point 13)

- online activities and digital opportunities (see appendix 1 point 11) □ a diverse workforce

4.2 The objectives of this policy are to:

- strive for excellence in the delivery of service to users from under-represented backgrounds and to become an exemplar of best practice.
- ensure that TWAM meets all its obligations under relevant Diversity, Equality & Access legislation
- actively encourage participation in the activities of TWAM by people from under-represented backgrounds as service users, staff, and volunteers.
- meet the communication needs of residents of Tyne and Wear whose first language is not English or who require alternatively formatted materials, to ensure maximum participation in our programmes and use of our facilities.
- ensure that all contractors, consultants and outside agencies working with, or within, TWAM meet the same standards as we would expect to meet ourselves.
- provide all staff/volunteers with adequate guidelines, information and training to enable them to carry out their responsibilities effectively and with confidence
- develop collections, exhibitions and activities to represent and appeal to the range of backgrounds and interests of people living in Tyne and Wear today.
- encourage dialogue between people of different ethnic, cultural and social backgrounds, to promote understanding of each other, thereby advocating tolerance.
- deliver the organisation's Mission, Vision, Commitment & Beliefs in line with all TWAM/NCC relevant policies, procedures, processes & guidelines

5. HOW WILL TWAM IMPLEMENT THIS POLICY?

5.1 TWAM will achieve its aims and objectives through:

- implementing inclusive policies, practices, procedures and guidelines which are regularly monitored, reviewed and updated
- provision of accessible formats and languages for the presentation and delivery of key information within our venues, and in our published and promotional material.
- ensuring that all TWAM contractors, consultants and outside agencies working for or with the organisation, or on our premises, adopt and observe the provisions of Newcastle City Council's Equal Opportunities Policy (see appendix 1 point 1) and this Policy.
- ensuring TWAM's venues are as physically, sensorial and intellectually accessible as possible

- establishing and maintaining robust consultation networks with its visitors, service users, community organisations, cultural partners and stakeholders
- facilitation of a staff Equality Working Group (EWG)
- embedding in our organisation the fact that the delivery of this policy is a responsibility of every individual, team, department, service and venue.

6. RESPONSIBILITIES OF ALL STAFF AND VOLUNTEERS

6.1 Effective engagement with people with protected characteristics is the responsibility of every employee, volunteer and member of governing bodies.

6.2 Every member of staff and every volunteer will have responsibility for:

- contributing towards providing a world-class, totally inclusive service
- familiarising, implementing and promoting the Equal Opportunities policies and procedures of Newcastle City Council and of TWAM's D, E & A Policy
- implementing and promoting inclusive programmes in line with funders agreements and individuals' aspirations
- not tolerating and seeking to eradicate bullying, harassment, victimisation (see appendix 1 point 2), direct/indirect discrimination and discrimination by association against individuals on any grounds
- participating in relevant training and development in order to maintain a commitment to inclusion and to increase skills and knowledge in the fields of cultural Diversity, Equality & Access
- identifying personal and organisational skills and knowledge gaps in D,E & A issues
- understanding the particular duties and responsibilities appropriate for their role
- ensuring that they are aware of the TWAM Equality Working Group, and its purpose.

7. VENUE AND TEAM EQUALITY RESPONSIBILITIES

7.1 There are five key work areas that are the responsibility of all TWAM venues, and teams. These assist in the delivery of the organisation's Corporate Equality Objectives and it's Customer Service Standards (see appendix 1 point 10). These are:

- the undertaking of an annual Equality Impact Needs Assessment (EINA) process (see appendix 1 point 18); the production of Equality Action Plans (see appendix 1 point 17) and implementation, monitoring and evaluation of these plans

- implementing TWAM's annual staff appraisal process and the production of individual personal development plans
- nominating a representative to attend TWAM's Equality Working Group (EWG) meetings
- ensuring that staff receive relevant D, E & A training and are aware of and understand this Policy/NCC Equal Opportunity Policy
- dealing with concerns or complaints by colleagues in line with NCC's Dignity at Work Policy

8. AREAS OF PARTICULAR RESPONSIBILITY FOR STAFF GROUPS

8.1 Some groups of staff will have responsibility for the delivery of specific areas of this D, E & A Policy. These areas are NOT exclusive to specific groups identified, and DO NOT exclude any staff, either from their responsibilities for delivering an inclusive service, or from identifying opportunities to improve and develop this service. As part of TWAM's planning process guidance will be issued to all staff on the particular responsibility of their teams/venues.

Appendix 1

TWAM, NCC & Arts Council Policies, Procedures, Guidelines & Documents

Newcastle City Council (See Newcastle City Council Website for Links)

1. NCC Equal Opportunities Policy
2. Dignity at Work Policy
3. Maternity/Paternity Policy
4. Disability Related Leave Process
5. Grievance & Complaints Policy

TWAM

6. [Procurement Strategy](#)
7. [Venue Access Statements](#)
8. [Acquisitions & Disposals Policy](#)
9. Physical & Information Access Guidelines (Please contact Rob Latham for further details robert.latham@twmusuems.org.uk or 0191 2772313)
10. [Customer Service Standards](#)
11. [Audience Development Plan](#)
12. [Ethics Policy](#)
13. [MPM Activity Plan](#)
14. Ethical Charging Policy
15. Research Code of Practice
16. [Safeguarding Policy & Procedure](#)
17. [Equality Action Plan](#)
18. [TWAM Equality Impact Needs Assessment \(EINA\) Process](#)

Arts Council England (ACE)

19. ACE Creative Case for Diversity
20. Equality Act 2010

A large print version of this policy is available from Tyne & Wear Archives & Museums.

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