Equality Outcomes 2013-2017
Progress Report

April 2017

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This document has been published in accordance with regulation 4(1) of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.
Introduction
This report sets out progress made to achieve the National Galleries of Scotland’s (NGS) equality outcomes published for the period 2013-17. This is a requirement under section 4(1) of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 to support organisations in delivering the General Equality Duty of the Equality Act 2010.

Background
The General Equality Duty of the Equality Act 2010 states that organisations must have due regard for the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not.

The characteristics protected in the legislation are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The public sector equality duty also covers marriage and civil partnerships, with regard to eliminating unlawful discrimination in employment.

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 requires listed authorities to publish a set of equality outcomes which they consider will enable it to better perform the general equality duty and to report progress against these every 2 years.

NGS Equality Outcomes
In April 2013, NGS published the following outcomes to be to further the needs of the General Equality Duty:

1. Visitors feel welcome at NGS and have the appropriate information and support to enable them to make the most of their experience
2. People who share a protected characteristic which was previously under-represented in our audiences engage with the national art collection onsite, around Scotland and digitally
3. NGS raises awareness and improves understanding of the protected characteristics through the public programme
4. NGS attracts, recruits and develops a diverse workforce and volunteer-base, supporting everyone to reach their full potential
5. Consideration of equality is clearly embedded in NGS’ decision-making processes

A summary of progress is provided below against each of these outcomes.
**Progress Reports**

**Outcome 1: Visitors feel welcome at NGS and have the appropriate information and support to enable them to make the most of their experience**

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Regular data gathering on visitor information is collected through a contracted researcher; survey questions are reviewed each year and we have improved the gathering of equality data over recent years. We are investigating ways in which this can be improved to gather more equalities data and to gain a deeper understanding of the motivations and satisfaction of visitors who share protected characteristics. This research is conducted with the general audience and does not take into account people who attend education events and activities – attendance statistics are collected for these activities but not equalities data specifically.

In-house training on disability awareness is provided to all security and visitor services staff. Specialised training, covering additional topics and characteristics, is ongoing as part of our work to improve customer service. This will help ensure that all visitors have the best possible experience when visiting any of our sites.

We currently provide folders containing large-print versions of the labels for the works displayed in temporary exhibitions, to assist those with visual impairment, of those who require additional time to read the information. At the Scottish National Gallery, the template for permanent collection display labels and the signage around the gallery space have been changed to improve legibility, intellectual access and wayfinding. We have received positive feedback as a result of these improvements and it is our intention to establish and roll-out standards across the galleries.

Visitor information is now available online in 6 tourist languages (Chinese, Deutsch, Español, Français, Italiano and Japanese) as well as Gaelic. We are conducting a review of the demand for alternative languages in our printed visitor information to ascertain what would be the most useful for visitors.

The Customer Services Working Group looks at ways in which access can be improved more generally for visitors, and it considers the requirements of those who share protected characteristics within that. Cross-departmental discussions are currently ongoing to address barriers associated with dementia and dyslexia, which will have a positive impact on many other visitors too.
**Outcome 2: People who share a protected characteristic which was previously under-represented in our audiences engage with the national art collection onsite, around Scotland and digitally**

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In 2013, the number of visits made by young people (16-24) and older people (65+) were decreasing. By 2015, we had seen a significant increase in the number of young people visiting, making up on average 20% of our visitor numbers. This was attributed to the GENERATION project in 2014 and since then numbers have declined once again, to 16% of visitors at the end of 2016. Targeted activity to attract young people meets its objectives, but more must be done to encourage young people to enjoy the mainstream programme. Visitors aged over 65 made up 9% of the audience in 2013/14 and for the three quarters to December 2016, this had risen to 21%.

Our visitor survey data shows that in 2013, 4% of visitors considered themselves to have a disability, which fell to 3% in 2015. At the end of 2016, this had risen to 4% of visitors with a limiting illness or disability and a further 6% with other types of illness or disability. 20% of the Scottish population has long-term activity-limiting health problems or disability, according to the 2011 census, so there are still significant improvements we can make to demonstrate our current provision and support for people with mental or physical disability and improve that support to ensure more people with disabilities can participate in our mainstream programme, not just specialised and targeted activity.

In 2013, 93% of visitors were white (Scottish, British, Irish or Other), falling to 91% in 2015 and 90% in 2016/17. The remainder, of mixed or BME racial groups, will be made up of tourists and locals, but the actual split is, due to the current survey questions, unknown.

Over the last 4 years, our visitors have been predominantly female, around 60%.

We are unaware of any issues or barriers affecting people who share the protected characteristics of Gender Reassignment, Religion/Belief, or Sexual Orientation but we do not hold enough relevant evidence about our visitors to state this with certainty. We consider the needs of heavily pregnant women and carers with buggies/mobility aids as part of our accessibility awareness (under the 'pregnancy and maternity' and disability characteristics) and make every effort to support this.

Our education programme includes many events and outreach projects specifically targeted at groups who are under-represented due to real or perceived barriers, including young people, older people, families with children and people with disabilities. In addition to the success of these events in attracting these groups, we are learning a lot from them in terms of their expectations and requirements, as well
as through our other formal and informal channels, to enable us to increase participation in our mainstream programme. Our 2017 Mainstreaming Report contains further detail on the impact made through our education and outreach programmes.

While there is increasing provision and support for people who share protected characteristics to participate in our mainstream programme, the statistics show that there continues to be under-representation of the protected characteristics that we monitor, and further work is required to address this.

Outcome 3: NGS raises awareness and improves understanding of the protected characteristics through the public programme

| General Equality Duty Needs Met: | Fostering good relations |
| Protected Characteristics Covered: | All |

Through our public programme of exhibitions, events and activities we address many of the protected characteristics, sparking debate, raising awareness, tackling prejudice etc. Protected characteristics are often represented either through art or artists, and we actively seek to address this where it is important to understanding the work itself or the artist’s inspiration, through our public programme.

At present we do not know if this attracts people who share the relevant protected characteristics but it does serve to raise visibility and aid better understanding.

Consideration of ways in which our public programme can contribute to the needs of the General Equality Duty is now an established part of the exhibition planning procedure.

Our 2017 Mainstreaming Report contains further detail on how the public programme supports the General Equality Duty.

Outcome 4: NGS attracts, recruits and develops a diverse workforce and volunteer-base, supporting everyone to reach their full potential

| General Equality Duty Needs Met: | Eliminating discrimination
| | Advancing equality of opportunity |
| Protected Characteristics Covered: | All |

Vacancies are always advertised on our website and sometimes, depending on the role, in other media such as the press or through agencies. We have an online application form which can be tailored to suit people with visual impairments (font
size and contrast); we monitor equalities data of all job applicants covering all of the protected characteristics. Diversity training is provided to recruiting managers.

In November 2012 we started collecting employee data relating to all of the protected characteristics. While employees are perhaps more used to providing information on gender, marital status and age, there is still some reservation around newer questions on belief, sexuality and gender reassignment, with many still leaving this blank. We have to continue to encourage greater disclosure, reassuring staff of the anonymity of their responses and the importance of gathering that data, and return rates are improving.

Details of the current breakdown of staff by protected characteristics are included in our 2017 Monitoring Report.

We now need to develop our reporting to cover applicants and learning and development.

| Outcome 5: Consideration of equality is clearly embedded in NGS’ decision-making processes |
|-------------------------------------------|---------------------------------------------------------------|
| **General Equality Duty Needs Met:**      | Eliminating discrimination                                   |
|                                          | Advancing equality of opportunity                             |
|                                          | Fostering good relations                                      |
| **Protected Characteristics Covered:**    | All                                                           |

We now have an approved EqIA procedure in place, and continue to raise awareness across the organization. The implementation of the EqIA has already shown a positive impact on policy development. The mechanism to initiate an assessment is embedded at the highest level – it is a requirement for consideration on all reports to senior management and trustees.

Our public programme planning forms also contain a section on equality impact.

A record of screenings is maintained and completed assessments are published on the staff intranet. Full assessments are published on our public website.

Consideration of the General Equality Duty is also evident in our plans for our major project *Celebrating Scotland’s Art*, which will improve and expand the Scottish National Gallery to create more space for NGS’ unrivalled collection of Scottish art. Significant consultation has been undertaken with groups representing many of the protected characteristics to inform the activity, content and interpretation plans, as well as the physical design.
Monitoring Performance
A report on progress against NGS’ equality outcomes for 2017-21 will be published by 30 April 2019, as required by the specific duties which accompany the Equality Act 2010.

Progress against the outcomes will be reported regularly to Senior Management Team and trustees.

Further Information
For additional information on NGS’ approach to equality, please contact:

Planning and Performance Team
National Galleries of Scotland
73 Belford Road
Edinburgh
EH4 3DS
Tel: 0131 624 6473
Email: equalities@nationalgalleries.org