



Equality Outcomes 2013-2017 Progress Report

April 2015

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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 paper considers the Equality Outcomes for the National Galleries of Scotland (NGS) and progress against these outcomes for the period 2013-15. This requirement under section 4(1) of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 is intended to support organisations in delivering the General Equality Duty of the Equality Act 2010. The Equality Outcomes for NGS are designed to focus our work on achieving real change for the people who visit our galleries and work with us.

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.

NGS Equality Outcomes

NGS aims to achieve the following results over the period 2013-17 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

Five equality outcomes were identified in 2013 in order to meet the equality duty. A statement of progress against each outcome is included in the appendix.

Summary of progress

The National Galleries of Scotland places significant importance and resource into trying to make our galleries as accessible as possible to everyone. We have introduced more extensive data gathering, allowing us to monitor our visitor figures in relation to the protected characteristics.

There are some areas where we address needs of those with protected characteristics extremely well, but other areas where work still needs to be done. Specifically our education programme is extensive and has very successful outreach activities. We have made improvements in our signage and wayfinding around the gallery spaces, and have an established training programme for staff who deal with our visitors on a daily basis.

Our equality impact assessment procedure is now established and equalities are embedded in our public programming.

Work still needs to be done in the area of recruitment, where we have a low number of staff in many of the protected characteristic groups. But with a low turnover of staff this is something that will not change significantly in the short to medium term. In our Volunteer Programme, we have set up specific partnerships with charities who help those in some of the protected groups to find work placements.

We also need to continue to improve the visibility of our accessibility for those with particular support needs.

Monitoring Performance

A final report will review the stated outcomes and will be published by 30 April 2017, as required by the specific duties which accompany the Equality Act 2010.

Further Information

For additional information on NGS' approach to equality, please contact:

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Appendix 1

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| Outcome 1: Visitors feel welcome at NGS and have the appropriate information and support to enable them to make the most of their experience | |
| <i>General Equality Duty Needs Met:</i> | Eliminating discrimination Advancing equality of opportunity |
| <i>Protected Characteristics Covered:</i> | All |
| <p><i>What our evidence tells us:</i></p> <p>Our visitor survey data shows that 3% of visitors consider themselves to have a disability. Our aim is to be, not just accessible, but visibly accessible. Our recently appointed 'Curator of Engagement' will be focusing on this over their three year post.</p> <p>91% of visitors are white (Scottish, British, Irish or Other). The remainder, of mixed or BME racial groups, will be made up of tourists and locals, but the actual split is unknown. The Annual Household survey in 2013 shows that ethnic minority groups made up 3.6% of Scotland's population. Our visitor figures for 2012-14 show an average of 9% of our total visitors being from a BME group, more than double the % of the population. We are often asked for alternative language versions of information and are undertaking a period of monitoring demand.</p> <p>We have seen significant increase in the number of young people visiting, making up on average 20% of our visitor numbers. This is attributed to the Generation project in 2014 and may not be an ongoing trend.</p> <p>62% of visitors are female.</p> <p>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.</p> | |
| <p><i>Our priorities in delivering this will be to:</i></p> <ul style="list-style-type: none"> - Continue to improve data collection and reporting so that we know who our visitors are and what needs they have - Continue staff training to address visitors' needs - Consider how we publicise and provide information for visitors - Work with groups who are under-represented to identify real or perceived barriers to engaging with the national collection | |
| 2015 Progress Update | |
| <p>Regular data gathering on visitor information is collected through a contracted researcher "TNS" – a new improved market research service which takes further</p> | |

account of equality requirements.

Visitor information is now available online in the 6 foreign languages as well as Gaelic (Chinese, Deutsch, Español, Français, Italiano and Japanese). A review of the demand for alternative languages in our printed visitor information is planned for summer 2015 with analysis and recommendations made by end of 2015.

Our education programme has a series of events and outreach activities specifically targeted at groups who are under-represented – older people, social deprivation, and disability.

Work still needs to be done to make visiting the galleries as easy as possible for those with physical disabilities. A working group will be set up to work with the engagement officer and will be addressing issues such as access for those with mobility needs; adequate signage on facilities and services; and improving information for those with visual impairments.

Staff training – in-house training is provided to all security & visitor services frontline staff in the area of disability awareness. Further training is intended for 2015, which will cover additional areas and characteristics, as part of our work towards being a recognised 5* visitor attraction with Visit Scotland. This will ensure that all visitors have the best possible experience when visiting any of our sites.

We currently produce large print folders containing the labels found beside the exhibits, to assist those with sight-impairment.

At the National Gallery, the template for painting labels and the signage around the gallery space have been changed to improve legibility and wayfinding. Included in this was the installation of a 'suspended drum' sign above the Information Desk, redesigned signs in both the Gardens Concourse and the Entrance foyer, and red/blue floor stickers helping lead people through the different buildings at Mound complex.

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

What our evidence tells us:
 Since introducing our improved market research with the provider TNS, we have more detailed evidence on our general audience. The following groups continue to be under-represented:

- Older people (aged 60 or over)
- People with disabilities
- Men

Many of these are groups share protected characteristics which are traditionally under-represented and which we do currently target through our education and outreach programmes. Further research has been carried out to help inform future programming but work is required to address the under-representation in our mainstream activities.

Our priority in delivering this will be to:

- Continue to move from inclusion and engagement through targeted activity to general attendance at mainstream displays, exhibitions, activities, events etc.

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 Our outreach programme ensures significant targeted activities for under-represented groups; however our mainstream events and activities still pose an area for improvement.

Better audience research has given us an improved insight into our general audience and we now need to consider addressing under-represented groups as part of our general public programme development work.

There is now an additional section on the proposal forms for new exhibitions that specifically ask how it will help support NGS’s equality outcomes.

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

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| <i>General Equality Duty Needs Met:</i> | Fostering good relations |
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| <i>Protected Characteristics Covered:</i> | All |
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What our evidence tells us:
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.

Our priority in delivering this will be to:

- Continue to ensure the general equality duty is considered as part of exhibition/ project planning and development, in particular how any relevant protected characteristics can be represented in order to raise awareness, tackle prejudice and improve understanding

Increased attendance by people who share the relevant characteristics will be delivered through outcomes 1 and 2 above.

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This area of work is one where NGS is particularly strong, delivering regular activities and exhibitions that target groups with protected characteristics, or work to raise awareness of diversity in these areas.

Our outreach programme specifically targets those in social deprivation areas, those with disability or mental health, elderly groups, LGBT and BME communities.

Characteristics which have featured in our public programme 2013-15 include:

Age

- Adopt an Artist exhibition for young student artists
- Tesco Bank Art Competition for Schools
- The Katie Books exhibition

Race

- The Nation Live 'Roots' project which is targeted at those not born in the UK
- Ponte City, which focuses on social deprivation and race
- Migration Stories exhibition in 2013

Religion and belief

- Witches & Wicked Bodies exhibition in 2013
- Olympic Gods exhibition in 2015

Sexual orientation

- "Two Roberts" exhibition

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

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

What our evidence tells us:
 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.

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 50% or more leaving this blank.

The workforce is very diverse in age, with no one age category accounting for more than 15% of the total. 55% of staff are female and only 2% of staff stated ethnicity other than 'white' and only 2% stated they had a disability.

- Our priorities in delivering this will be to:*
- Encourage staff to participate in equal opportunity gathering activities
 - Identify any real or perceived barriers to employment through involvement of under-represented groups
 - Ensure our recruitment and other HR policies align with the needs of the General Equality Duty
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2015 Progress Update

More detailed equalities monitoring is now carried out with new members of staff and a data gathering exercise was done for existing staff, which has informed our reporting. However, staff still resist providing a response on some of the more sensitive characteristics, and we have to continue to encourage greater disclosure, reassuring staff of the anonymity of their responses.

Recruitment and policy – over the last 2 years, an additional 30 part time posts have been created. While not exclusively for females, they often appeal to mothers who wish to return to work part time, thus supporting those in the 'pregnancy/maternity' category. 5% of female staff took maternity leave during the last two years.

There are no specific targeted activities to increase applications from BME communities, but the HR department are exploring options to reach these groups more proactively, encouraging interest in our vacancies. Consideration will be given to establishing a working group to support this activity.

Outcome 5: Consideration of equality is clearly embedded in NGS' decision-making processes

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| <i>General Equality Duty Needs Met:</i> | Eliminating discrimination Advancing equality of opportunity Fostering good relations |
| <i>Protected Characteristics Covered:</i> | All |

What our evidence tells us:
Our updated equality impact screening and assessment (EqIA) procedure is now fully embedded at a senior level and will be rolling out across all departments during 2015. Historically staff gave consideration to equalities issues, but there is now a structured process of evaluation. The implementation of the EqIA has already shown a positive impact on policy development.

Our priorities in delivering this will be to:

- Promote and inform staff about the equality impact assessment procedure
- Make screenings and assessments available to staff through the intranet, and those affecting the public made available on our website.
- Agree a programme of activity for assessment or review of existing policies

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The review of our EqIA procedures has completed and the process is now approved and in place. All new and amended policies and procedures are screened for EQIA impact, and then fully assessed if required. The standard template for any reports going to our SMT includes a section on equality impact, as does the public programme exhibition proposal form.

Records of screenings and assessments are maintained and reported on the staff intranet. Those specifically relating to the visitor experience will also be loaded up to our website, with a new area on our Equalities page being dedicated to this.

Rollout of the new EqIA process will be completed with all departments by end of 2015.