

Equality Outcomes 2013-2017

Function	As a Policy Maker
Equality Outcome	National Museums Scotland has improved the quality and impact of decision-making by giving due regard to equality in setting strategy and policies.
Why is this an important Equality Outcome?	Integrating equality into our policy making will ensure that our policies and other decision-making frameworks give due consideration to our equality duty.
Strategic Themes Strategic Priorities	This Equality Outcome affects all of our four Strategic Themes and our 13 Strategic Priorities.
General Duty	This Equality Outcome has the potential to further all three parts of the general duty: <ul style="list-style-type: none"> • Eliminate discrimination, harassment, victimisation and any other prohibited conduct. • 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 relevant protected characteristic and those who do not.
Our Activities and Deliverables	<ul style="list-style-type: none"> • We will review our existing Equality Impact Assessment Procedure to ensure that it meets the needs of the legislation and organisation. • We will define and agree terminology to support Equality Impact Assessment. • We will develop an updated plan for Equality Impact Assessments. • We will provide appropriate advice and guidance for all those involved in policy development and sign off. • We will review our complaints from the public on a regular basis to assess whether any equalities issues are occurring that require us to revisit/update any of our policies.

Equality Outcomes 2013-2017

Function	As an Employer
Equality Outcome	National Museums Scotland is an equal opportunities employer that attracts, recruits and develops a diverse workforce and volunteer base, providing opportunities, supporting and encouraging everyone to reach their full potential.
Why do we think this is an important Equality Outcome?	<p>National Museums Scotland has been collecting data from its applicants, employees and volunteers. Whilst for the majority of the protected groups we are in line with current demographic data for Scotland this is not the case for all.</p> <p>There are many reasons for this including attractiveness as a sector, regional demographic profile, sector role models as well as potentially being a function of our employment practices this is an area for further reflection and research.</p>
Strategic Theme	People & Resources – engaging and developing our people, enhancing our estate and increasing income.
Strategic Priority	Leads and develops people to realise their potential.
General Duty	<p>This Equality Outcome has the potential to further the following parts of the general duty:</p> <ul style="list-style-type: none"> • Eliminate discrimination, harassment, victimisation and any other prohibited conduct. • Advance equality of opportunity between people who share a relevant protected characteristic and those who do not.
Activities and Deliverables	<ul style="list-style-type: none"> • Review existing HR R&S process and success measures for E&D to enable more effective reporting and action. • Implement consistent reporting mechanism for Volunteers and Applicants to inform strategy and policy. • Review processes to capture data on protected characteristics, especially in relation to those characteristics that have the highest rates of 'Do Not Wish to Declare'.

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Function	As an Employer
Equality Outcome	National Museums Scotland is a positive place to work which recognises and values our staff and volunteers; and manages diversity to the benefit of our visitors, our stakeholders and our business.
Why do we think this is an important Equality Outcome?	Research into employee engagement highlights that there are significant organisational, individual and customer gains to be reaped by creating a workplace where everyone's views, differences of opinion, outlooks and experiences are valued. It is important that all our staff and volunteers are enabled to work effectively, through good management practices, to contribute to best serve our audiences' needs and maintains our proven track record of high quality public programming and products.
Strategic Theme	People & Resources – engaging and developing our people, enhancing our estate and increasing income.
Strategic Priority	Leads and develops people to realise their potential.
General Duty	This Equality Outcome has the potential to further the following parts of the general duty: <ul style="list-style-type: none"> • Eliminate discrimination, harassment, victimisation and any other prohibited conduct. • Advance equality of opportunity between people who share a relevant protected characteristic and those who do not.
Activities and Deliverables	<ul style="list-style-type: none"> • Review existing HR equality and diversity measures and report formats to enable more effective communication and action. • Continue to include 'equality questions' in staff questionnaires, e.g. the Staff Survey • During the development cycle of Equality Outcomes, staff and volunteers will be invited to give feedback both at front-end and formative deadlines. • Within the context of the Staff and Volunteer Questionnaire feedback review policies; process; and training and information provision to ensure that everyone is committed to and contributes to equality mainstreaming and the realisation of our Equality Outcomes.

Equality Outcomes 2013-2017

Function	As a Service Provider
Equality Outcome	National Museums Scotland creates inspiring, memorable visitor experiences through its collections, gallery interpretation, special exhibitions (both charged for and free) and associated public programmes across our sites, to encourage more participation and dialogue with all ranges of audiences.
Why is this an important Equality Outcome?	This is an important outcome because we want to ensure that everyone has the opportunity to engage with our stories, sites and/or collections.
Strategic Theme	Audiences - engaging people with our collections, at and beyond our Museums
Strategic Priorities	Creates inspiring and memorable visitor experiences. Enables more participation and dialogue with all ranges of audiences.
General Duty	This Equality Outcome has the potential to further all three parts of the general duty: <ul style="list-style-type: none"> • Eliminate discrimination, harassment, victimisation and any other prohibited conduct. • 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 relevant protected characteristic and those who do not.
Our Activities and Deliverables	<ul style="list-style-type: none"> • We conduct front-end, formative and/or summative evaluation of our capital projects, through surveys and focus groups with target and potential audiences and under-represented audiences. We will work with external access consultants where applicable. • Our front-of-house staff receive customer-focused training, including specialist training to help them meet visitor needs with one or more protected characteristic. • We will add a section to exhibition, project and event programme planning documents, where applicable, to prompt the planning of better engagement with broader ranges of audiences, including those who share one or more protected characteristics. • We will audit our current types of programming provision (e.g. permanent displays, special exhibitions, educational activities) to better understand areas for potential improvements. • Enshrined in our Visitor Engagement Plans we will formulate and deliver a service commitment that applies consistency across all our public programmes outputs.

Equality Outcomes 2013-2017

Function	As a Service Provider
Equality Outcome	National Museums Scotland increasingly reaches national and international audiences through community engagement, multimedia experiences, touring exhibitions and lending.
Why is this an important Equality Outcome?	The use of digital engagement, community engagement and outreach, our touring exhibitions and our loans programmes has many positive impacts on multiple protected characteristics groups. For example by supporting individuals who are less able to travel to our museums (through disability, age, gender and religion and belief for instance) or by facilitating comprehension of content for screen readers.
Strategic Themes	Audiences: engaging people with our collections at and beyond our Museums . Collections: developing the potential of our collections, making them more relevant to today's audiences. Connections: building more strategic relationships, nationally and internationally.
General Duty	This Equality Outcome has the potential to further all three parts of the general duty: <ul style="list-style-type: none"> • Eliminate discrimination, harassment, victimisation and any other prohibited conduct. • 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 relevant protected characteristic and those who do not.
Our Activities and Deliverables	<ul style="list-style-type: none"> • We will develop and deliver a programme for increasing the breadth and depth of collections on-line. • We will continue our strong outreach programme reaching diverse audiences. • We will continue to measure our success and undertake research where applicable, to develop products that meet the needs of our diverse virtual audiences. • Enshrined in our Visitor Engagement Plans we will formulate and deliver a service commitment that applies consistency across all our public programmes outputs. • We will gather and measure audience participation in our outreach learning and other relevant off-site activities. • We will review digital engagement data (web and social media) to better support the facilitation of participation from a broad range of virtual audiences with different motivations and needs, recording both qualitative and quantitative measures.