



DISABILITY EQUALITY SCHEME

1. Introduction

1.1 The Victoria & Albert Museum has a worldwide reputation for the collections it displays. The purpose of the Museum is to enable everyone to enjoy its collections and explore the cultures that created them; and to inspire those who shape contemporary design.

1.2 The V&A - is part of a family of museums consisting of The V&A in South Kensington and the V&A Museum of Childhood in Bethnal Green. It also operates an accessible archive and store at Blythe House in West London (jointly run with the British Museum and the Science Museum) and a store at Kirtling Street, Battersea.

1.3 V&A South Kensington is the world's greatest museum of art and design, with collections unrivalled in their scope and diversity. Housing 3000 years' worth of amazing artefacts from many of the world's richest cultures including ceramics, furniture, fashion, glass, jewellery, metalwork, photographs, sculpture, textiles and paintings.

1.4 The V&A Museum of Childhood - is home to one of the world's largest and oldest collections of toys and childhood artefacts. The collection, which dates from the 16th century to the present day, includes dolls, teddy bears, toy soldiers, train sets, model cars, puppets, rocking horses, costumes, board games, and some of the first jigsaw puzzles ever made.

1.5 All our efforts are focused upon a central purpose – the increased use of our displays, collections and expertise as a resource for learning, creativity and enjoyment by audiences within and beyond the United Kingdom. We work formally and informally with all kinds of partners to make our collections and expertise widely available, fostering links with organisations both in the regions and internationally.

2. The Disability Equality Duty

2.1 The Disability Discrimination Act 2005 means that from December 2006 all public bodies will have a duty to promote disability equality (similar to the duty to promote race equality under the Race Relations (Amendment) Act 2000). It aims to change the way our laws work in this area, from responding to individual disabled people making a complaint to expecting the public sector to be positive in removing barriers.

2.2 The Act sets out what is known as the general duty and that public authorities must, in carrying out their functions, have due regard to:

- i) Promote equality of opportunity between disabled persons and other persons;
- ii) Eliminate discrimination that is unlawful under the Act;
- iii) Eliminate harassment of disabled persons that is related to their disabilities;
- iv) Promote positive attitudes towards disabled persons;
- v) Encourage participation by disabled persons in public life;
- vi) Take steps to take account of disabled person's disabilities, even where that involves treating disabled persons more favourably than other persons.

2.3 If a public authority does not comply with the general duty, its actions, or failure to act, can be challenged by means of a claim to the High Court for judicial review. A claim for judicial review could be made by a person or a group of people with an interest in the matter, or by the Disability Rights Commission.

2.4 The definition of disability is that used in the Disability Discrimination Act 1995, and applies to a wide range of disabilities (from people with Alzheimer's and arthritis, to those with learning disabilities, depression, diabetes, cancer etc). It is essential that the Museums consider the impact of their decisions on the full range of disabled people.

2.5 The purpose of the Disability Equality Scheme and Disability Action Plan, is to help the V&A achieve equality in employment, service provision, access to premises and education. The Scheme sets out our overall objectives for improving and addressing disability inequalities, and our plans to deliver improvements to access and services. It will help us achieve a number of goals:

- i) Focus upon and meet our requirements under the DDA, setting out our plans to improve disability access to employment and services;
- ii) Make sure that we take the needs and views of disabled people into account when we design or deliver services, make access improvements or develop policies;
- iii) Continuously measure, monitor and improve the ways in which we deliver services to disabled people;
- iv) Build a positive and disability confident culture, with a common understanding and approach through which we can integrate disability issues into everyday work;
- v) Learn what works well on disability equality and what doesn't, and create ways for sharing this knowledge with our partners

2.6 This document aims to show how, through changing attitudes, the development of partnerships and increased expertise, the Museum can continue to be proactive in recognizing and removing the barriers which disabled people face in accessing the Museums and their collections.

3.0 The V&A's Strategic Direction on Disability

3.1. With effect from 2005, there is specific inclusion of disability equality within the V&A's 5-year Strategic Plan, and the Department of Culture Media and Sport's Public Service Agreement PSA 3.

3.2 The V&A's Access, Inclusion & Diversity strategy is threefold:

- i) Access: To offer the widest and most appropriate forms of access to the Museum's collections, expertise, facilities and services, actively working to overcome physical, sensory, intellectual, cultural, attitudinal and financial barriers which prevent this.
- ii) Inclusion: To work in partnership with others to help tackle social inequality, discrimination and disadvantage; empowering communities, improving the quality of people's lives, contributing to social cohesion and acting as a catalyst for cultural and social change.
- iii) Diversity: To embrace and reflect diversity, harnessing the potential of all stakeholders (staff, volunteers, existing and potential audiences, key partners) in the development of a truly

inclusive Museum which inspires, promotes learning, creativity and participation.

3.3 The Management Board has made a significant commitment to disability in recent years:

- i) Endorsement of the appointment of a dedicated Disability And Access Officer in 2002;
- ii) Board-level Diversity Champion since 2002;
- iii) Signed up to the Access, Inclusion and Diversity Strategy in 2003 and to the Disability Action Plan in March 2004;
- iv) Allocated an additional £65,000 for year 1 delivery against the Disability Action Plan.
- v) Disability has been incorporated into the organisational performance management indicator – PSA3;
- vi) Each member of staff has an individual core performance objective around equality and diversity.

4. Disability

4.1 Government figures estimate that in the United Kingdom there are approximately 11 million people (15% of the population) who may be considered disabled. A majority of this figure, 75%, are of pensionable age. At least one in four people in the U.K have a disability or are close to someone who is disabled. By 2020 one third of the population will fall into this group.

4.2 Disabled people are amongst the poorest people in society. Only 50 percent of disabled people of working age are in employment compared to 87 percent of non-disabled people of working age.

4.3 Of the V&A's workforce, approximately 6% of employees have identified themselves as having a disability. This equates to 40 members of staff (figures accurate at October 2006).

5. Consultation

5.1 In recent years, the Museum has consulted with individuals and organisations on making the Museum accessible to disabled people. Guidance was gained from the Disability Framework by the Department of Culture, Media and Sport and the Disability Portfolios published by MLA.

5.2 In accordance with these guidelines, the Museum has developed the following groups:

- i) Internal: Access Diversity Strategy group and Access Diversity Implementation group;
- ii) Internal: Staff Disability Forum;
- iii) External: Access Group – includes representatives from MENCAP, RADAR, RNIB, Artsline, Action Disability Kensington & Chelsea, Age Concern Kensington & Chelsea.

5.3 To aid the V&A to evaluate and assess policies, services and practices, the Museum will form a panel of current Museum users and non-users. The panel will consist of visitors who have a range of disabilities that can guide the Museum on becoming a more inclusive environment and service.

5.4 The V&A has also gained feedback from disabled staff through the staff survey conducted by Great Place to Work during spring 2006.

6. Disability Equality Scheme Action Plan

6.1 The aim of the Action Plan is to help the Museums achieve equality in all aspects of their work, by developing policies and practices which do not discriminate against disabled people.

6.2 Due to the level of current practice, some areas within the plan will need more attention than others. The document will set out a plan of action and achievable goals for a period of 3 years and be reviewed and updated accordingly. The Action Plan (Appendix 1) will commence in April 2007, continuing on from the Disability Action Plan 2004-2007. The Action Plan will be agreed by Heads of Department, and will be published in early 2007.

6.3 The Museum will demonstrate that they have taken the actions they have committed themselves to through evidence gathering, including achieved outcomes and impact assessments. The Disability and Access Officer will report on their progress every year and review and make appropriate revisions to this scheme at least every three years.

6.4 Impact assessments are an essential tool for achieving disability equality, and are an important part of the Disability

Equality Scheme. Within the V&A's Disability Equality Scheme, the Museums will assess the impact and potential impact of policies on disabled people. The assessment will identify negative impacts on disabled people, as well as benefits to those at whom a policy or practice is aimed.

6.6 Advice and guidance on how to conduct an Impact Assessment will be taken from the Disability Rights Commission when its guidance is published in autumn 2006, and will form Appendix 2 of this document.

6.7 Evidence gathering is part of the process of achieving greater equality for disabled people, treating employees, service users and members of the community more fairly and with respect. Gathering evidence is both a specific requirement within the Disability Equality Scheme, and an indispensable prerequisite for complying with other aspects of the duty.

6.8 The information will allow the Museum to:

- i) Assess performance;
- ii) Carry out effective impact assessments;
- iii) Identify barriers to good performance and actions for improvement, review progress and adjust actions as appropriate;
- iv) Set targets for improving outcomes;
- v) Benchmark against other comparable authorities.

6.9 The Action Plan will be taken forward by key members of staff who will take ownership for their specific area of expertise and work with their teams in implementing the plan. Key staff will work in partnership with the Disability and Access Officer to achieve implementation, assessments and goals.

6.10 Further assistance will be provided by the Staff Disability Forum on staffing issues, and a Visitor User Group for service and facilities.

6.11 Specific goals will be assessed in line with the findings from the Access Audit carried out in 2005, a review of the visitor comments forms, as well as the results gained from mystery shop exercises.

6.12 The Disability And Access Officer will publish an annual report on the progress of the Disability Equality Scheme, which will be

published on the disability pages of the V&A's web site, and available by request in large print, Braille or audio cassette.

7. Current Provision

7.1 The V&A recognises the importance of our organisational culture in promoting disability equality, in the values articulated as part of Culture Plan. These values are: welcoming; accessible; generous; imaginative; consistent; coherent; and challenging.

7.2 The current provision for disabled people at the Museum has contributed to the development of a culture of change and inclusiveness. The Museum sites are now becoming physically and sensory accessible, with the development of new galleries, programmes and policies which consider the needs of people with differing disabilities. In a bench marking survey by the Employers Forum on Disability in 2005, the V&A scored 77% and was considered as best practice in several areas of work.

7.3 The installation of ramps, platform lifts and automatic doors have established access routes allowing for improved access for wheelchair users in a large part of the building.

7.4 The provision of accessible communication equipment such as the fire pager system, induction loops at the information points and the Lecture Theatre and Seminar Rooms, as well as the Access Guide being available in Braille, large print, cassette and on the web has improved access for people with sensory disabilities.

7.5 The British Galleries were the first to utilise the expertise of an Access Consultant setting a standard for inclusive design within galleries. This process has been established as the norm in all museum site wide developments.

7.6 The V&A has for the past twenty years been running talks and workshops for visitors with a visual or hearing impairment, enabling disabled people to understand and enjoy the collections through the use of sign language and touch. From the Disability Action Plan 2004-2007, the talks and workshops have been extended to provide access to people with a learning disability and to mental health service users.

8. Employment

8.1 “The Disability Discrimination Act makes it unlawful to discriminate against an individual on any grounds related to disability, and gives disabled people rights in all areas of employment, namely: recruitment, terms and conditions of employment, transfer, training, promotion, dismissal and general treatment at work, including the right not to be harassed on the grounds of disability. In addition to making discrimination on grounds related to disability unlawful, the DDA 1995 places an obligation on the Museum to make reasonable adjustments to the working environment, working arrangements, working conditions and working practices in order to accommodate the needs and requirements of disabled employees and prospective employees.

8.2 The V&A was awarded the disability “Positive About Disabled People” or “Double Tick” Symbol by JobCentrePlus in spring 2003 as recognition of our commitment to best practice in employing disabled people including recruitment; retaining employees who become disabled; consulting disabled employees; developing greater awareness of disability and reviewing progress. Since that time, the number of staff declaring themselves as having a disability has increased from 2% of the workforce to 6%.

8.3 In 2005, the V&A participated in the Employer’s Forum on Disability “Disability Standard”, the world’s first benchmark survey measuring organisational performance on disability. The Disability Standard measured the V&A’s performance on disability in every way in which it affects our business – including employment, IT, customer care, accessibility, procurement and training. The V&A’s submission was highly praised and several areas of work were highlighted as best practice including our success in retaining staff who become disabled during their service at the museum and our vision for disability.

8.4 Strategies and guidance have been developed to facilitate the retention of staff who become disabled, including:

i) A Return to Work (Ill-health/Disability) Procedure and accompanying Return to Work leaflet (a guide for employees absent from work due to a serious illness or disability) which summarise the steps taken to facilitate the retention of employees who become disabled. The V&A’s Occupational Health Service provides advice to managers and individual members of staff, identifying reasonable adjustments that could be of assistance;

- ii) A Flexible Working Policy provides an alternative mechanism for handling adjustments to aid retention;
- iii) A Healthy Workplace Strategy is being developed to promote employee health and wellbeing within the workplace;

8.5 Building on the success of our participation in the Disability Standard in 2005, we launched a Staff Disability Forum to complement ongoing initiatives to develop disabled user involvement. The aim of the forum is to involve V&A staff in the development of policy and practices which will provide a more inclusive environment and service to disabled people. The forum is also used to consult with disabled employees on their experience of working for the organisation.

8.6 Training interventions that address the issue of achieving disability equality in recruitment and selection, promotion, appraisal and management include:

- i) Recruitment & selection Self-Study module;
- ii) Performance Management Self-Study module;
- iii) Manager's Toolkit;
- iv) Line Manager Development Programme;
- v) Managing Sensitive Issues Course: Managing Disability at Work module;
- vi) Basic Skills Awareness training;
- vii) Innovative Management Programme;
- viii) CDROM packages - "Disability Confident" & "Challenging Behaviour";
- ix) One to One coaching and mentoring

9. Training

9.1 The Museum's Libraries and Archive Council (MLA), states that the greatest barrier to services for disabled people, is that of staff attitudes (Portfolio 3 – Training, Resource 2003). A pro-active approach is required from staff at all levels and in all areas to promote equality and inclusion.

9.2 The V&A recognises that staff training is key to increasing awareness on disability and achieving improvements in service delivery. We have taken a pro-active approach to creating a culture and behaviours that are supportive of disability equality, through the provision of training programmes including:

- i) Legal update on diversity – Management Board;
- ii) Managing staff with disabilities – targeted at line managers;
- iii) Disability & access awareness – Front of House;
- iv) British Sign Language – Front of House, Learning & Interpretation, Word and Image;
- v) Deaf awareness – Front of House;
- vi) Visual awareness – Front of House;
- vii) Basic skills awareness – Front of House

9.3 In addition, disability awareness has been woven throughout the Line Manager and Assistant Curator Development Programmes. The training includes disability related legislation, specialist information, challenging assumptions and changing behaviour, the business case for disability and the V&A's policy expectations.

9.4 The V&A ensures that all training is accessible to disabled participants, with accessible venues and material available in appropriate formats.

10. Service Provision

10.1 As a service provider, the V&A Museums must provide equal access to disabled people by being proactive in making reasonable adjustments to services and premises. Guidance is set out in a Code of Practice – 'Rights of Access to Goods, Facilities, and Services and Premises' published by the Disability Rights Commission.

10.2 In order to meet this standard, the Museum has incorporated a range of practices to enhance provision for disabled people. The provisions cover specific areas such as:

- i) Staff training;
- ii) Implementation of auxiliary aids;
- iii) Accessible information;
- iv) Adjustments to premises.

10.3 The Museum has striven to meet the duties set out in the Code of Practice, by implementing the Disability Action Plan 2004-2007, with the following changes made:

- i) Fire Pagers - available to visitors and staff with a hearing impairment;

- ii) Induction Loops - available at all information points;
- iii) Access Guide - gives comprehensive guidance on the facilities and services available to visitors;
- iv) Scanning Pens - which convert text into speech for people with dyslexia;
- v) Screen Reader and Magnification – software for public computers in the National Art Library and the Prints and Drawing Room;
- vi) Walking Frames – for people with a physical disability;
- vii) Upgraded lift, which enables wheelchair users to be evacuated during any emergency.

10.4 By making services and premises accessible to disabled people, the Museum has been held as best practice for making the premises and collection accessible. In November 2006, the V&A received the Adapt Trust award for Excellence for accessibility. The services that the Museum provides to disabled visitors were applauded as best practice by the Employers Forum on Disability, in the Disability Standard 2005.

11. Education

11.1 The Disability Discrimination Act Part IV – Education, gives disabled people rights to equal provision to education and facilities. As a provider of educational courses and library and study facilities, the Museum has taken the appropriate steps to meet this provision.

11.2 Development of the talks programmes and encouragement of more inclusiveness in the general programme has been an important part in delivering service equality.

11.3 The Disability Action Plan 2004-2007 extended the availability of talks and workshops from the provision that existed for people with a hearing or visual impairment. The talks and events have now been established for people with learning disabilities and mental health service users.

11.4 Disabled people have also participated in courses and activities including:

- i) Year courses, conferences and seminars;
- ii) Young People and Family events;
- iii) Inspired By... competition.

iv) Fashion in Motion.

12. Buildings and Facilities

12.1 Significant progress has been made through the introduction of Future Plan, where there have been many successful alterations at the V&A and Museum of Childhood sites.

12.2 The V&A Future Plan is an over-arching 10-year redevelopment scheme designed to open up the V&A and make the unique qualities of the Museum work for everyone. It is a vehicle for improving the way we display our collections, opening them up both physically and intellectually. Included within Future Plan objectives are those which address issues of equality and access, in which disability is encompassed.

12.3 During the design process of new buildings, or refurbishments of existing Museum sites, consultation with the Disability and Access Officer or an Access Consultant has become the norm.

12.4 After reviewing the Access Audit carried out in 1997, and implementing many of the recommendations, a new Access Audit on the Museum was commissioned in February 2005. The audit assessed policies and services relating to access requirements and health and safety. Some of the recommendations from the 2005 audit will be taken forward within the Action Plan for the Disability Equality Scheme in 2007.

12.5 All construction or refurbishment of the Museum sites must comply with:

- i) Building Regulations - Part M – 2004 (Approved Document): Means of Access for Disabled People;
- ii) British Standards 8300 (BS 8300): The Design of Buildings and Their Approaches to Meet the Needs of Disabled People.
- iii) British Standards 5588/8 (BS5588/8): Means of Escape for Disabled People

13. Accessible Collections

13.1 A central purpose of the Museum is to enable everyone to enjoy its collections. Gaining a wider audience by actively promoting the collections to under represented audiences such as

disabled people has been a consideration when developing exhibitions and galleries.

13.2 Work has already been undertaken by the Museum to create an inclusive service and environment to disabled people in the Future Plan. The lessons learnt have been implemented within new gallery developments in the Museum.

13.3 The design brief developed from the British Galleries and updated as part of the Architecture Gallery, has helped the Museum to provide greater access to the collection for disabled people from the first day of opening of a gallery or exhibition, by including:

- i) Touch objects in all new galleries;
- ii) Large print label books in new galleries;
- iii) Tactile pictures and Braille books;
- iv) Audio points with Audio Descriptive text;
- v) Induction cupplers on audio points.

13.4 The V&A now pro-actively takes the collection out of the Museum as part of an outreach programme, which is targeted at people who are disabled or socially excluded. A dedicated handling collection has been established which allows groups and individuals the opportunity to access the collection in their own environment.

14. Procurement

14.2 A key factor of the Disability Equality Scheme is for public authorities (Museum) to integrate procurement into everyday business. The Statutory Code of Practice published by the Disability Rights Commission states:

“Public authorities enter into large numbers of contracts with private and voluntary organisations for goods, works, services and staff.

Sometimes the nature of a function, which is contracted out, will mean that the contractor is itself carrying out the public authority function, as discussed in paragraph 5.4. In such a case, the public authority will be responsible for meeting the duty in relation to the procurement process, and the monitoring of the contract. The

contractor itself will be bound by the general duty in relation to its carrying out of the function.

In many situations, however, the contractor will not be performing a public function, but will merely be providing services on behalf of the public authority. In such situations, the obligation to comply with the duty in relation to the function remains with the public authority that contracts out the function. This means that public authorities will need to build relevant disability considerations into the procurement process, to ensure that the public authority is meeting the disability equality duty in relation to this function. Steps, which will assist public authorities in ensuring that they meet their obligations, include:

- i) Revising any standard terms and conditions which they have for contracting their services to include information about the Disability Discrimination Act 2005;
- ii) Ensuring that relevant government guidance on social or equality issues in procurement is considered;
- iii) Including a requirement in every contract that the contractor must comply with the anti-discrimination provisions of the Act;
- iv) Where relevant, specifying what evidence the contractor may need to gather for the authority to demonstrate its compliance with the general or specific duties;
- v) Ensuring that disability equality is appropriately reflected, and given due weight, in the specification, selection and award criteria, and the contract conditions, in a way which is consistent with EC and UK procurement rules;
- v) Ensuring that contractors fully understand any disability equality requirements of the contract;
- vii) Monitoring performance of disability equality where relevant to the contract;
- viii) Providing training for all staff involved in procurement work”.

15. Resources

15.1 Making the Museum accessible in all aspects of employment and service provision has obvious financial implications. However, careful planning, and incorporating access solutions into the initial planning stage of any project will enable the Museum to minimise extra expenditure.

15.2 To achieve the actions in the Action Plan (Appendix 1), and the duties set out in the Disability Equality Duty, may mean extra finances will be needed to attain the required goals.

15.3 The V&A must continue to make the necessary financial commitment to projects which will benefit disabled people. The Museum will be able to maximise this commitment by integrating disability procurement and ongoing maintenance programmes.

APPENDIX 1 – ACTION PLAN 2007

DISABILITY EQUALITY SCHEME – ACTION PLAN

2007-2008

The actions within this plan, build upon the extensive work already undertaken and highlighted in the Disability Equality Scheme, by the museum in previous years. The Action Plan lists the projects, which the museum will carry out within the next financial year. Further projects will be included in the plan, as and when they arise.

Actions: Departments will be the lead player on each action, with consultation from the Disability And Access Officer.

The Disability Discrimination Act 2005 means that from December 2006 all public bodies will have a duty to promote disability equality (similar to the duty to promote race equality under the Race Relations (Amendment) Act 2000). It aims to change the way our laws work in this area, from responding to individual disabled people making a complaint to expecting the public sector to be positive in removing barriers.

The following actions within the Action Plan aim to promote the duties, which are placed upon public authorities by, carrying out their functions, and have due regard to:

Promote equality of opportunity between disabled persons and other persons;
Eliminate discrimination that is unlawful under the Act;
Eliminate harassment of disabled persons that is related to their disabilities;
Promote positive attitudes towards disabled persons;
Encourage participation by disabled persons in public life;
Take steps to take account of disabled person's disabilities, even where that involves treating disabled persons more favourably than other persons.

Departments & Projects	Objectives	Project Outcomes
Cross Museum Projects:		

Departments & Projects	Objectives	Project Outcomes
Intranet Access	Develop the intranet site to meet with access guidance.	
Text Phone	Integrate a multi-station text phone system, providing access to key departments and teams.	
Consultation:		
Staff Disability Forum	Provide advice and guidance on internal museum policies and practices. Six meetings a year.	
Access Group	Advise on policy development. Two meetings per year.	
User Group	Access the museum's services and facilities, and participate in evaluation of specific projects. Three meetings per year.	
Exhibitions & Displays:		
MENCAP SNAP	Display the winning photographs from the SNAP competition and host the award ceremony.	
China Design Now	Integrate touch objects into exhibition.	
Contracts	Review contracts to integrate disable access	
Lee Miller	Develop tactile pictures for the exhibition	
Contemporary	Integrate access issues into contemporary.	

Departments & Projects	Objectives	Project Outcomes
Human Resources:		
Policy Review	Undertake a review of policies to assess impact upon disabled members of staff.	
Advertising Vacancies	Review press media sources, and integrate disability publications.	
Reasonable Adjustments	Co-ordinate standard approach providing adjustments for staff, and centralise recording of adjustments.	
Managing Staff With Disabilities	Develop guidance to assist managers when line managing staff with disabilities.	
Awareness Raising	Promote disability issues to staff through awareness sessions.	
Volunteering	Proactively recruit disabled volunteers to work on V&A activities.	
Learning & Interpretation:		
Disability Talks & Workshops	Targeted events to highlight the V&A's collection. Talks and events run on monthly basis.	
Research Special Needs Schools & Colleges	Pro-actively target schools and colleges who have yet to visit the V&A.	
Touch Object Interpretation	To assess the touch objects selected for the Medieval & Renaissance Gallery.	
Audio Interpretation	To assess the content	

Departments & Projects	Objectives	Project Outcomes
	and the usability by disabled visitors of audios in galleries.	
Visual Impaired Interpretation	To extend knowledge and understanding on interpretative media for gallery projects by visiting the RNIB	
Training & Development:		
Disability Awareness	Give greater understanding on disability to Gallery Services, Press & Marketing, L&I and OCS	
British Sign Language Level 1	To enable Front of House staff to understand and assist visitors with mental health issues	
Work Experience	Provide work experience to students with a learning disability in partnership with Hackney Recruitment Partnership.	
Mental Health	To enable Front of House staff to understand and assist visitors with mental health problems.	
Dystonia Awareness	To heighten awareness in regards to muscle movement disorders.	
Performance Management	Assess accessibility issues of new on-line Performance Management form.	

Departments & Projects	Objectives	Project Outcomes
Visitor & Gallery Services:		
Mystery Shopping	To establish the current level of service to disabled visitors.	
Visitor Feedback	Promote alternative ways for visitors to feed any comments or complaints.	

APPENDIX 2 – IMPACT ASSESSMENTS

The museum is in the process of developing an Equality Impact Assessment, which covers disability, race and gender. A schedule of Impact Assessments will be published in the Action Plan (Appendix 1).