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| **Wiltshire Museum Equality Diversity and Inclusion Action Plan** Key:  = Achieved/Achieved and ongoing = Work ongoing  = Work to start |  |  |
| **Equality Strand** | **Area** | **Action** | **How will the impact of the action be monitored?**  | **Who is responsible for implementing?** | **What are the timeframes?** | **Success indicators**  | **Partners** | **Link with WxM framework**  |
|   | **Leadership and Governance**  |  |  |
| Board Diversity | Increase proportion of trustees/Board members under the age of 50 and from diverse backgrounds  | Recruit student observers to the board Advertise vacancies on a range of platforms and ensure application can be made in different formats. Review our Board meeting schedule in light of working hours and school terms  | Noting attendance of observers to Board meetings Compare number of trustees under 50, gender ratios, and those from a lower socio-economic background to baseline every 2 years Collect qualitative and quantitative data from observers upon finishing | Director / Marketing and Administration Manager Company Secretary | Established April 2019; reviewed annually  | **Predicted**Observers take active part in Board meetingsIncrease in percentage of trustees under 50 A balance in gender ratios of our trustees**Actual**2 Observers on Board from 2021-2022Increase in gender balance on trustee board (now 42% F to 58% M – 2022)Increase in percentage of trustees under 50 (now 42% under 50 - 2022) | Bath Spa University | Our Organisations reflect the diversity of the region. |
| Board Diversity  | Increase community representation in our Board of trustees | Develop a person specification for our trustee recruitment that includes priorities to ensure diversity and community representation  | Specification approved by Board  | Director/ Marketing and Administration Manager Company Secretary | 2023 recruitment of board members  | Appointment of a trustee from a community group |  | Our Organisations reflect the diversity of the region.Involve communities in our decision-making and programmes, particularly those from underserved groups. |
| Governance | Strategic Planning | Review and enhance the role of Diversity Champion on our Board | Trustee actively involved in EDI Working Group and with EDI Champion EDI better considered within Board meetings and strategic planning  | Director/Company Secretary/Partnerships and Digital Lead | 2023 recruitment of board members | Appointment of Trustee in role  |  | EDI is embedded and integrated into all parts of our organisations |
| Governance | Strategic Planning | Review and look to community and youth involvement in governance and decision making. Through advisory groups and review of governance  | Younger voices and feel empowered and listened to. Our community feel valued and included. Shift in visitor and workforce demographics  | Director/ Partnerships and Digital Lead | 2024-2026 | Involvement of Museum Youth Panel in Museum Board. Establishment of a community panel.  | Local stakeholders  | Involve communities in our decision-making and programmes, particularly those from underserved groups.Our Organisations reflect the diversity of the region. |
| Governance | Strategic Planning | Diversity, equality and inclusion reflected in strategic planning Museum EDI Action Plan and policy to be visible to audiences | Referenced in Strategic Plan and 1 year Forward PlanPlan and policy accessible on website | Partnerships and Digital Lead/Director | RollingFebruary 2023 | Action Plan included in briefing documents for planning session?Confirmed policy and plan uploaded onto website |  | EDI is embedded and integrated into all parts of our organisations. |
| Governance | Strategic Planning | Members and volunteers involved in development of strategic plan | Contributions noted. Members and volunteers feel included and valued | Director/Partnerships and Digital Lead | Undertaken in 20192025 | Focus groups held  |  | EDI is embedded and integrated into all parts of our organisations. |
| Governance | Strategic Planning | Volunteers involved in development and revisions of museum policies and forward plan | Volunteer contribution noted and utilised | Acting Volunteer Coordinator  | Annually  | Focus groups held at early stages of development |  | EDI is embedded and integrated into all parts of our organisations. |
| Leadership | Organisational Development | Develop Values for the Museum aligned to our working  | Values developed with workforce and Governance, and consultation with stakeholders Values implemented into ways of operating  | Director/ Partnerships and Digital Lead/Development Officer | 2023-2024 | Consultation and workshops with workforce  |  | EDI is embedded and integrated into all parts of our organisations. |
|  | **Workforce** |  |  |
| Volunteer Diversity | Develop a more diverse and confident volunteer base | Work with 3rd sector agencies to provide voluntary roles focused on developing work skills Offer micro-volunteering opportunities through digital methods Increase number of young disabled volunteers Support volunteers through in-house training   | Report age range data for volunteers each year to compare to baseline figuresTraining sessions offered annuallyVolunteer confidence. More diversity in volunteer teamMore young volunteers engage. Longer retention. Younger people gain confidence & interest Monitoring number of volunteers who identify as having a disability | Acting Volunteer Coordinator | Reviewed annuallyJuly 2021  | **Predicted**Volunteers report rise in confidence.Training sessions run regularly and volunteer keen to attend Increase in volunteers who identify as disabledIncrease in percentage of volunteers under 50. **Actual**Ravilious exhibition – 100% volunteers noted increase in confidence.90% volunteer noted an increasing in wellbeing from volunteering during 2021/22In 2022, 40% of our volunteers were under 65. Up from 18% in 2018. 13% of our volunteers identify as disabled. Up from 5% in 2018. |  | Our Organisations reflect the diversity of the region.region.Educate ourselves and our colleagues on EDI, anti-racism and what it means to be an ally |
| Volunteer Diversity | Develop a more diverse and confident volunteer base | Adopt an approach to volunteer recruitment and training that makes a statement about our ability and willingness to welcome a range of people. Review and develop recruitment practices through Better Impact software. Work with partners to review  | Monitor volunteer demographics Qualitative feedback on process | Acting Volunteer Coordinator  | 2023-2026 | Potential volunteers feel welcome at the museumPeople from a wider range of background are interested in volunteering  | Wiltshire Centre of Independent LivingBuilding Bridges Wiltshire  | Our Organisations reflect the diversity of the region. |
| Volunteer Diversity  | Develop a more diverse and confident volunteer base | Increase number of volunteers from lower socio-economic backgrounds by 10% (2022 baseline of 7% from areas of deprivation) | Record and monitor post code data of volunteers each yearUndertake partnerships wide diversity survey every 2 years. Monitor data on socio-economic background questions  | Acting Volunteer Coordinator | 2023-2026 | Increase in lower socio-economic backgrounds in first year. | Building Bridges Wiltshire Residents of Waiblingen wayWiltshire Centre of Independent Living  | Our Organisations reflect the diversity of the region. |
| Staff Diversity | Equal opportunities and staff recruitment | Research non-written application process for roles that are verbal and interpersonalActively use a method of anonymous recruitment Offer guaranteed interviews to disabled applicants who meet minimum job requirements Include EDI (equality, diversity and inclusion) statement in job descriptions  | Referenced in role descriptions We received a more diverse range of applications for  | Director/Marketing and Administration Manager  | Rolling | Statements included in relevant literature. methods adopted where applicable  |  | Our Organisations reflect the diversity of the region. |
| Staff Diversity  | Develop a more diverse workforce  | Collect diversity data from staff and annually review to consider actions to actively promote a diverse workforce  | Compare to baseline data each year Our workforce is more diverse | Director | Reviewed annually  | Data collected  | Wessex Museums | Our Organisations reflect the diversity of the region. |
| Workforce development | Training and confidence development  | Undertake a staff and volunteers skills audit.Develop a training programme for workforce centre around developing our inclusive practice:* project based socially engaged training
* mental health awareness training
* diversity and equality training
* dementia friend awareness training
* autism awareness training
* EDI training for staff/board
* EDI video training for volunteers
 | Referenced in forward plan.Staff and volunteers feel more confident and have learnt skills. Use confidence trackers to monitor  | Partnerships and Digital Lead/Acting Volunteer Coordinator/Director | 2024-2026 | Staff and volunteers feel more confident in engaging with a wide range of audiences.  |  | Educate ourselves and our colleagues on EDI, anti-racism and what it means to be an allyEDI is embedded and integrated into all parts of our organisations |
|  | **Audiences**  |  |  |  |  |  |  |  |
| Audience Development | Engaging under-served audiences | Develop and deliver a project targeted for young people at risk of offending, at risk of becoming/who are NEET, and /or homelessness. Establish an under 5’s programme.Develop and deliver a community listening project targeting underrepresented groups and including a consultation processUndertake conversations with Wiltshire Race Equality Council about possible projects Develop visual story and a sensory map of the Museum Add accessibility tab to website. Establish an equitable Youth Panel with co-creation element  | Increase in involvement of groups in museum activitiesTake-up of sessions  Tales of the Town project delivered with Wiltshire Centre of Independent LivingRelationships established and projects identifiedRelationships established and projects identified  Visitors feel more welcome in the Museum. Greater number of young people volunteering and visiting in the Museum Young people say they feel involved, valued and welcome | Community Curator/Learning Officer/Development Officer/Partnerships and Digital Lead | 2021RollingDecember 2020Rolling 202220222021 - rolling | **Predicted** Positive engagement with the project from participants Uptake in sessions; positive feedback and retention of participants Community feel engaged and continue relationship with museumRelationships established. Local community voices feel heard**Actual**Successful photography project with Youth Offending Team, a second street art project now planned Under 5s programme running and gathering momentum Tales of Town project led to improved wellbeing of participants. Developed relationship with Wiltshire CIL. Successful relationship building with Wiltshire Race Equality Council – planning of Lest we Forget exhibition Sensory map and visual story developed. 221 reads of sensory map news item on website. 176 downloads of visual story. Positive comments to reception about sensory map. Youth Panel established in 2021. 9 participants in 2021/22 and 8 (6 of those new) in 2022/23. Young people created a podcast, have interactives more the Museum. Have run 2 successful events. | Wiltshire Race Equality CouncilYouth Offending TeamWiltshire Centre of Independent Living  | Involve communities in our decision-making and programmes, particularly those from under-served groups.Amplify the stories and voices of marginalised groups through our programmes.EDI is embedded and integrated into all parts of our organisations |
| Audience Development | Engaging under-served audiences | Host a yearly volunteer placement from an under-served group, working with the individuals to develop role description..  | Increase in volunteer diversity. Participants learn skills and develop confidence. Museum feels more confident in working with under-served groups through placements. Museum’s placement programme is more inclusive and leads to increase in volunteers from under-served groups. | Community Curator/Acting Volunteer Coordinator  | First placement with Fairfield Farm College – 2022-2023.Rolling  | **Predicted** Placement feels welcomed and valued Participants develop skills and confidence in the workplace**Actual**Participant developed skills and gained in confidence ]Placement felt welcomed and includedWork undertaken led to change – new digital elements for gallery and introduction of accessibility button on website | Fairfield Farm CollegeBuilding Bridges Wiltshire Princes Trust  | Our Organisations reflect the diversity of the region.EDI is embedded and integrated into all parts of our organisations |
| Audience Development | Engaging under-served audiences | Develop a volunteer-led approach to community outreach session for isolated older people, via a reminiscence box project funding application | Deliver 5 or more sessions each year  | Community Curator | Summer 2023 | Volunteers gain skills and confidence. Uptake in sessions and positive  |  | Amplify the stories and voices of marginalised groups through our programmes. |
| Audience Development | Engaging under-served audiences | Develop and deliver and outreach offer for people living with dementia. | Run 6 sessions a yearBuild relationship with local partners working with people living with dementia  | Community Curator  | Spring 2024 | Interest and uptake in sessions  | Alzheimer’s Support | Amplify the stories and voices of marginalised groups through our programmes. |
| Audience Development | Engaging under-served audiences | Broaden and develop Museum Youth Panel membership and programme | Reach out to new partners to promote. Monitor demographics and feedback from group.. Continue to deliver a varied co-produced programme with the young people.  | Community Curator/Partnerships and Digital Lead  | Rolling | A more diverse group involved. Young people feel valued and better connected to their local area. | Princes TrustBuilding Bridges WiltshireDevizes and Market Lavington Schools | Involve communities in our decision-making and programmes, particularly those from under-served groups.Amplify the stories and voices of marginalised groups through our programmes. |
| Audience Development | Engaging under-served audiences | Develop and deliver an oral history project with people from areas of deprivation in Devizes  | People feel better connected to their heritage and local area. Residents feel more welcome at the Museum,  | Community Curator  | Autumn 2023 | Interest in the project, participants keen to engage and enjoy the project.  | Residents association of Waiblingen Way | Involve communities in our decision-making and programmes, particularly those from under-served groups.Amplify the stories and voices of marginalised groups through our programmes. |
| Audience Development | Engaging under-served audiences/exhibitions  | Develop and deliver Lest We Forget exhibition (New Stories New Audiences AIM funded) sharing the untold stories of the contribution of Black communities in Wiltshire throughout WW1 and WW2., | Participants feel welcome and valued through co-production. Change in demographic of visitors during exhibition | Community Curator  | Autumn 2023 | Participants enjoy developing the project, Wide range of interest in the exhibition before it opens.  | Wiltshire Race Equality Council  | Involve communities in our decision-making and programmes, particularly those from under-served groups.Amplify the stories and voices of marginalised groups through our programmes. |
| Audience Development | Accessibility  | Develop and deliver a neurodiverse welcome approach Offer relaxed periods, touch/described tours and dementia friendly tours.  | A monthly relaxed opening hours promoted at the Museum  | Community Curator | Rolling | Increasing take-up of the monthly sessions  | Alzheimer’s Support | Involve communities in our decision-making and programmes, particularly those from under-served groups.EDI is embedded and integrated into all parts of our organisations |
| Audience Development | Accessibility | Non-verbal Communication aids (symbols) for non-verbal/not confidence. Work with SEND school – symbols come as part of software package.  | Group engaged. Positive feedback from visitors. SEND groups more comfortable visiting museum  | Community Curator  | Summer 2024 | Engagement from group. Visitors using symbols  | Fairfield Farm College | Involve communities in our decision-making and programmes, particularly those from under-served groups.EDI is embedded and integrated into all parts of our organisations |
| Audience Development | Accessibility | Ensure Museum access statement and accessibility documents are visible and easy to find on the website – work with Wiltshire Inclusion group to review  | Website clicks. Feedback. Those with disabilities feel more confident in visiting  | Partnerships and Digital Lead | February 2023 | Website visits to access page increase  | Speak Up Wiltshire | Involve communities in our decision-making and programmes, particularly those from under-served groups.EDI is embedded and integrated into all parts of our organisations |
| Audience Development | Accessibility | Establish an Inclusive Reference Advisory group  | Participants involved in strategic planning, leading to a more inclusive offer. Incentives and support provided. Work with partners to establish a equitable relationship.  | Community Curator/ Partnerships and Digital Lead | Spring 2024 | Participants feel valued and welcomed. Accessibly and inclusion is further embedded into the organisation, leading to increase in disabled people visiting and engaging with the Museum.  | Speak Up Wiltshire | EDI is embedded and integrated into all parts of our organisationsInvolve communities in our decision- making and programmes, particularly those from underserved groups. |
| Audience Development | Exhibitions  | Develop a varied special exhibition programme which appeals to a range of audiences. Speak to audiences through focus groups and questionnaires to ascertain interests and barriers to current exhibition programme.  | Our audience demographics are noticeably different through exhibition periods – monitored by our audience survey  | Exhibitions Officer/Director  | Rolling  | Positive feedback and new relationships formed with audiences  |  | Amplify the stories and voices of marginalised groups through our programmes.Involve communities in our decision-making and programmes, particularly those from under-served groups. |
| Collections Development | Accessible Collections (digital)  | Use website collections highlights/podcasts to provide audio and visual descriptions of Museum collections | Output of at least 5 per year and publicised on social media  | Curator/Director/Projects Officer/ Collections Officer: Library and Archive | Rolling | Increased visits to website pages  |  | EDI is embedded and integrated into all parts of our organisations |
| Collections Development | Reflecting Community Diversity  | Develop and implement contemporary collecting strategy and plan that is reflective of our community. Review acquisitions annually against identified themes in Contemporary Collecting Action Plan.  | Strategy adopted in 2020Plan created and adopted. Acquisitions reflect identified themes. More contemporary collecting projects undertaken.  | Curator/Community Curator | March 2020 Annually  | Wessex Museums Contemporary Collecting Working Group established with Wiltshire Museum representativeAcquisitions reflect our community and current events |  | Involve communities in our decision- making and programmes, particularly those from underserved groups. |
| Collections Development | Decolonisation | Undertake training and development in decolonisation. Deliver pilot project on retelling story of the Britton Cabinet | Staff more confident with decolonisation and developing further projects.  | Curator | 2023  |  | Wessex Museums  | Amplify the stories and voices of marginalised groups through our programmes. |