



Accreditation Scheme for
Museums and Galleries in the
United Kingdom

Haworth Art Gallery

7.1 Access Policy



Start date: 1/4/2022

End date: 31/3/2027

Prepared: February 2022

Review Date: Annually

1. Introduction

Haworth Art Gallery is committed to and believes that all people and sectors of the community have a fundamental right to engage with, use and enjoy the collections and services it provides. We recognise that there are many barriers to access at all levels but are committed to making all aspects of our activities as fully accessible as our resources allow, including access to buildings, collections, events, exhibitions, learning and to our staff and volunteers as well as visitors.

Haworth Art Gallery is committed to increasing public access to collections and information associated with those collections, to increase knowledge and understanding of items the service holds and Accrington and districts' cultural heritage. We will ensure sustainable access to collections and that any competing demands of access and long term care of collection objects will be managed in accordance with the outcomes of a collections care risk assessment. We will provide welcoming staff and learning opportunities for different audiences, different levels of ability and tailor our programmes to meet the needs of specific groups. We will promote all our activities and collections using accessible means of communication.

2. Definitions

Equality:

Equality means enabling everyone to access the same opportunities, and is backed by legislation to prevent discrimination.

Diversity:

Diversity means understanding and valuing the differences between people. Harnessing these differences will create a productive and enriching working environment where talents are fully utilised. We are passionate about developing a culture where everyone can reach their full potential.

Inclusion:

An inclusive working environment is one in which everyone feels valued, that their contribution matters and they are able to perform to their potential, no matter their background, identity or circumstances.

Protected Characteristics:

Under the Equality Act 2010, and the Public sector Equality Duty, 2011, certain characteristics are specifically protected and are therefore referred to as Protected Characteristics. These are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership (in respect of eliminating discrimination only)
- Pregnancy and maternity
- Race (including colour, nationality, and ethnic or national origin)
- Religion or belief
- Sex (gender)
- Sexual orientation

If an individual holds one or more protected characteristic they benefit from protection from the law, as these are the grounds upon which discrimination is illegal. Haworth Art Gallery and Hyndburn Borough Council will ensure that all of its systems and HR policies and procedures ensure specific protection for these groups.

The Equality Act requires that all public bodies must in the exercise of their function have due regard to the three aims of the general duty which are:

- **Eliminate** discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010.
"Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic."
- **Advance** equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
"Take steps to meet the 3 needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it."
- **Foster** good relations between persons who share a relevant protected characteristic and persons who do not share it.
"Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low."
- **Socioeconomic Status** Socioeconomic status is not a protected characteristic in UK law. However we believe that there should be equal access to our museums as a visitor, volunteer or member of staff, whatever people's financial or social circumstances, and that everybody should feel welcomed and valued. We therefore seek to avoid any discriminatory behaviours and to actively improve representation throughout Haworth Art Gallery of people who generally experience less access to power, wealth and other resources.

- **Discrimination**

UK law also defines different types of discrimination. Haworth Art Gallery will ensure that it does not discriminate against any of the Protected Characteristics. See the following types and examples of discrimination:

Direct Discrimination – this happens where someone is treated less favourably than another because they have a Protected Characteristic or they are thought (perceived) to have a Protected Characteristic. It can also happen because they are associated with someone who has a Protected Characteristic. This type of discrimination applies to all Protected Characteristics.

Example: An employer uses the excuse of persistent lateness to dismiss an Asian employee because of their race; a person of a different race who has the same pattern of lateness is not dismissed.

Associative Discrimination – this is direct discrimination and happens where someone is treated less favourably because they associate with another person who possesses a Protected Characteristic.

Example: An employer selects a person for redundancy because they have a disabled child and the employer believes they may need time off to care for their child.

Perceived discrimination – This is direct discrimination and happens where someone is treated less favourably because they are perceived to have a particular Protected Characteristic. This still applies even if that person does not have the Protected Characteristic.

Example: An employer makes a member of staff redundant because they incorrectly think they have a disability. This would be direct discrimination because of disability based on perception.

Indirect discrimination – Indirect discrimination happens where there is a condition, rule, policy or practice that applies equally to everyone, but has the effect of being disadvantageous to a particular group who share a Protected Characteristic.

Example: An employer applies a policy requiring all employees to be available to work over a 24 hour period. This new policy impacts disproportionately on the female employees (who predominantly have childcare responsibilities). Unless the employer can show that what they have done, or intend to do, is objectively justified, this will be indirect discrimination.

Haworth Art Gallery and Hyndburn Borough Council will also ensure that no staff member will be treated less favourably because they have made or supported a complaint or raised a grievance or are expected to make a complaint or grievance about perceived discrimination due to one of the Protected Characteristics.

3. Legislation

Haworth Art Gallery will adhere to all national and international statutes of law, including, specifically in relation to access, but not exclusively the Equality Act 2010, Public Sector Equality Duty 2011, Freedom of Information Act 2000 and the Data Protection Act 2018.

4. Policy

This policy is consistent with Hyndburn Borough Council's Equality and Diversity Scheme 2014-2018 which is due to be updated and include definitions of Antisemitism and Islamophobia. See appendix...

5. Standards

We will follow national standards, ethical codes and best practice guidelines including:

Age Friendly Standards

Haworth Art Gallery signed up to the Age Friendly Standards whilst taking part in Museum Development North West (MDNW) Age Friendly Programme in 2018-19. As a result we made a commitment to welcoming older people and providing the most positive experience for everyone, regardless of age.

1. Build relationships:

- Facilitate relationships between the different generations the organisation interacts with
- Aim to foster relationships with older people not only as audiences, but as volunteers, ambassadors, trustees and active participants in the organisation
- Acknowledge that older people are not a homogenous or distinct visitor segment but a diverse group with a wide range of abilities, tastes etc. The organisation will respond in ways that are appropriate to individual needs, informed by individuals themselves
- Be open and willing to learn from older people and solicit their views, either formally, or informally
- Encourage relationships with other places and services older people may use (e.g. health and care facilities, housing providers, adult learning centres, libraries, clubs and societies and community centres)

- Consider working in partnership with other age-friendly cultural organisations and venues in the local area to help inform older people about the whole cultural offer that is available to them

2. **Consider programming:**

- Encourage artistic work that has the ability to inspire, articulate & celebrate life in older age
- Avoid making assumptions about taste and recognise that with any large and diverse group come diverse interests. Ensure that the views of older people are represented on any consultation panels or questionnaires
- Aim for intergenerational provision to be integrated into the whole programme and sustained beyond specific participation or engagement initiatives
- Think about collaboration, co-production and work that is not only for older people, but with and by older people- as programmers, facilitators and artists
- Consider timings and times of day in programming- including matinees and daytime activities. Build in extra time for getting settled, intervals and comfort breaks. Also factor-in local public transport provision and be aware that where it is unavailable at certain times (particularly at night), this may present a significant barrier, as well as potential hidden costs

3. **Provide appropriate facilities:**

The guidance below is intended as an at-a-glance checklist of some key considerations for organisations providing age-friendly facilities.

The following pointers do not replace existing access recommendations or legal guidelines for public buildings. Whilst disability or physical impairment are by no means specific to older age groups, these are factors whose likelihood increases with age. Ageing population trends therefore impact upon the need for general accessible provision.

- Display accessibility accreditations (where applicable) clearly and visibly, both on-and-offline
- Consider the accessibility of every aspect of the visit to ensure the best experience possible and show awareness of hidden disabilities such as sight or hearing impairments

This could include:

- entrances/ exits- automated doors or additional assistance and drop-off space with lowered kerb
 - parking & possibility of reserving parking bays in advance or signposting to nearby parking facilities & costs
 - provision of seating plans at point of booking that highlight best positions for visibility/ acoustics etc.
 - hand rails around buildings
 - provision of additional or portable seating in non-seating areas (e.g. galleries)
 - working lifts
 - ramped and level wheelchair access and seating
 - possibility of reserved seating for those with limited mobility
 - access to and availability of toilets
 - counter heights at box office/bars/ cafes
 - potential for obstruction of thoroughfares for wheelchairs or walking aids
 - assessing outdoor spaces as well as indoor
 - provision of large-text print materials, seat numbers, exhibitions captions and staff name badges
 - ease of connecting to hearing loops or infrared systems
 - use of microphones in smaller spaces/ interactive activities and checking of acoustics
 - Braille and audio recordings of information provided in print. Also consider colour contrast and design that could impact on legibility for those with some visual impairments
 - Having additional staff on hand when expecting larger groups of visitors with additional needs
- Consider additional environmental factors for comfort/ ease such as:
 - Sufficient heating levels
 - Sufficient lighting levels
 - Availability of comfortable and supportive chairs (with backs and armrests where possible) and relaxed/ quiet seating areas
 - Possibility of advance booking café space/ parking
 - Clear signage, maps and building navigation
 - Free drinking water and low-cost refreshments
 - Consider equally the needs of companions or accompanying family members and help make their experience easier
 - Be clear, not only on the facilities available, but also on the logistics of getting to a venue. Supply clear indications of transport routes, parking,

paths, time needed to get from A to B to minimise any surprises.
Consider ways of visualising e.g. virtual tour/ street map/ visual stories

- Be clear about which needs the organisation can support, and those it cannot- indicating whether personal assistance is required for events/ activities

4. Communicate appropriately:

- Use positive and inclusive language and images in marketing communications and group booking criteria that do not restrict or perpetuate stereotypes of 'family' or of older people
- Communicate alternative means for ease of booking tickets and finding information for visitors who may not be online- with an easy-to-find telephone number
- Provide clear channels for older people to communicate specific needs to the organisation in advance, with reassurance that requirements will be met.
- Use alternative approaches to reach older people who may be offline.
- Think creatively about new channels to reach older people, particularly the growing number who are online
- Provide logical and clear website navigation for bookings and information
- Provide clear explanations for new or unfamiliar concepts e.g. 'touch tours' or relaxed performances' so visitors know exactly what to expect- using everyday language that avoids jargon and does not assume specialist knowledge about the arts

5. Provide a warm welcome:

- Create a welcoming atmosphere, ensure staff are visible and remain vigilant to visitors' needs
- Ensure that all staff are well-trained and aware of difficulties that some older visitors may encounter, including factors that can cause distress for visitors with certain conditions, such as dementia and be able to advise on use of loud noises, music or strobe lighting
- Where staff have undertaken specialist training, encourage them to display this e.g. by wearing their Dementia Friends badge

- Nominate staff members or volunteers as champions of age-awareness within the organisation who will provide advocacy and dedicated support
- Embed age-friendly policies and procedures into the organisation's working practices that are accessed by staff

www.agefriendlystandards.com

Museums Association Code of Ethics

Haworth Art Gallery adheres to the Museum Association's Code of Ethics section on Public Engagement and Public Benefit to:

- Actively engage and work in partnership with existing audiences and reach out to new and diverse audiences
- Treat everyone equally, with honesty and respect
- Provide and generate accurate information for and with the public
- Support and promote freedom of speech and debate
- Use collections for public benefit –for learning, inspiration and enjoyment

6. Types of access

- 4.1 Physical – the building and its public amenities
- 4.2 Sensory – for those with impaired sight or hearing
- 4.3 Cultural – the diversity of audiences and employees
- 4.4 Intellectual – provision relating to a variety of learning styles and abilities
- 4.5 Attitudinal – supporting engagement from non-traditional museum users
- 4.6 Financial – recognising that people of all income levels visit the museum

7. How Haworth Art Gallery will deliver the policy

7.2 Recognising the differing needs of users and providing access for them.

Haworth Art Gallery recognises that all people are individuals and have differing needs. Using the Age Friendly Standards of providing appropriate facilities we completed the Age Friendly Standards self-assessment checklist to benchmark where we are at and to identify priority areas for improvement. As a listed

building there are some changes we cannot make, however, a lot of these areas for concern are shown in Haworth Art Gallery's access statement which will be available both on and offline.

Our priority areas for improvement are:

- To display our accessibility accreditations clearly and visibly, on and offline.
- To improve the experience for a sight impaired person and provide appropriate print materials.

a. Information about the range of interpretive methods Haworth Art Gallery uses to exhibit collections.

Haworth Art Gallery uses a range of interpretive methods including:

- A catalogue of the Tiffany collection
- A leaflet providing a background to the heritage of the house, information on the collections we hold, information on the services we provide such as weddings, the café, the grounds, our Artists' Studios and access information.
- Talks and tours of the house and its collections are provided from basic 15 minute overviews of what we do to lectures on appropriate subjects. The most popular tour is of the Tiffany collection and lasts one hour. Longer in-depth tours are available on request.
- Meet and greet is available for all visitors to the gallery which provides a warm welcome, an introduction to the house and its collections, information on the services we provide and signposting.
- Interpretation boards accompany all exhibitions at Haworth Art Gallery. New interpretation boards are formatted to use simple language aimed at an age 8 reading age for accessibility. The word count of each board is between 150 to 200 words. Extra interpretation for exhibition is available in the form of information sheets and booklets. Large fonts are used with contrasting colour to aid visitors with sight problems.
- All staff when possible can offer live interpretation about the house and exhibitions offering detailed information to visitors.

b. Public access to the collections, buildings and sites and associated information.

- Public access to the buildings and sites is provided through an access statement, signage, maps and signposting from staff.
- Access to the collections is available through both permanent

- and temporary exhibitions when the gallery is open to the public.
- When objects are not on display appointments can be made for visitors to view them when trained staff are able to supervise.
 - Visitors may have access to associated information such as interpretation and history files by request. Appointments to see history files must be made in advance and will be supervised by appropriately trained staff.

c. Use of languages other than English, where this will make the collections more accessible to local communities and visitors.

All interpretation can be translated into different languages using the Google Translate service. We are aware that the local community has populations that speak Punjabi, Gujarati and Polish.

d. How Haworth Art Gallery will balance the care and management of collections against the provision of access.

Using the standard PAS 197:2009 Code for Cultural Collections Management and the Collections Trust publication Collections Management: A Practical Guide as a guide and Haworth Art Gallery's collections management policies, plans and procedures, Haworth Art Gallery will balance the care and management of collections against the provision of access.