



### **Service Mission:**

The Service exists to collect and preserve Salford's Heritage including its Museums, artefacts, memories, documents, books, maps, memorabilia relating to the city's unique past and to make them available for all ages to learn from and enjoy through exhibitions, events, education and outreach.

The service is part of Salford Community Leisure which is run by and for the people of Salford.

Salford Community Leisure are committed to enhancing the physical and cultural wellbeing of the community through the sport, library and cultural opportunities offered across 40 venues, which attract millions of customer visits each year.

We work hard to ensure each and every experience is the very best it can be.

### **2015 Salford Community Leisure – Equality and Access Statement:**

At Salford Community Leisure we aim to make all of our services and activities accessible to all, and in the process, treat everyone fairly, with dignity and respect. We accept and include people regardless of their personal characteristics or circumstances.

We also aim to promote a culture where discrimination is eliminated by providing an environment of equal opportunities where everyone recognises the positive contribution a diverse workforce, community and membership can make.

Salford Community Leisure is a member of the Salford City Partnership who have adopted a Citywide Equality Strategy and Action Plan in April 2015.

Salford Heritage Services aims to provide access to our collections, buildings and landscapes for all to learn, engage and enjoy. In this we seek to overcome physical, intellectual, financial and cultural barriers that may prevent visitors from accessing the museum's collections, expertise, facilities and services.

#### **1. Sites and Services**

We are working to make sure our sites are accessible to all. We are committed to the fundamental principles detailed under the general equality duty within the Equality Act 2010 and where access is not possible strive to provide an alternative way of engaging with the museum.

- Ordsall Hall: 90% of the building is open and accessible following the 2011 re-opening. The grounds and gardens are accessible to all visitors. An online virtual tour allows visitors to view all areas of the Hall.
- Salford Museum and Art Gallery: the public areas are accessible but we are currently working to improve this access. The 2012/13 advanced works programme has improved access to the building, shop and café.

## **2. Signage**

Signage is designed in appropriate font and size and displayed at a suitable height around the building.

- Ordsall Hall: New signage developed with external agency during the 2009- 11 restoration
- Salford Museum and Art Gallery: New signage is on display in refurbished areas from Feb 2013 with plans to roll out across the site. This will also use images to guide the visitor as well as text and arrows.
- New external signage and improved brown signage installed Spring 2015

## **3. Financial**

We aim to provide a service that is either free or low cost in order for everyone to be able to take part. As a community benefit society we share our co-operative values and approach with other co-operatives throughout the world. The values of Equality and Equity are of particular relevance. We are passionate about delivering value for money, we reinvest all our profits because we believe that leisure and culture should be at the heart of every community.

- Both sites offer free access to visitors.
- Some activities at the sites are free for visitors
- Some holiday activities, talks, walks and events carry a small charge
- Adult classes charge in line with local college providers.
- Charges are made for the private hire of either site outside of opening hours.
- Charge for parking at both sites, but both sites also accessible via public transport.
- Small charges for photocopying in our library

## **4. Intellectual:**

Salford Heritage Services aims to provide an engaging, creative and positive learning and leisure experience for all visitors. We do this by:

- A 'Hands-On' learning programme based around the needs of the learners, for all ages and abilities
- A family friendly approach to our sites and Family Learning events and activities
- Research opportunities and assistance via our Local History Library and archive
- A permanent and temporary programme of exhibitions which seek to interest a wide variety of visitors. The interpretation of our collection embraces different learning styles and abilities with accessible text panels, the use of audio visual, sound, interactive and hands-on activity.

## **5. Access to Collections**

For those items held in store we try to increase access by members of the public and researchers.

- On-going programme of digitisation of collections (photography collection ongoing via Digital Salford , oil paintings via 'BBC Your Paintings' catalogue).

- Use of social media to engage users in our collections in store
- Appointment system to view collections and archive
- Appointment systems and some general public access to local history library collection.
- Enquiry service for collections, local history library and archive.

## **6. Inclusion**

By providing a strong outreach service as well as our site based services, and by taking a multi agency and partnership approach to working, we aim to engage with our communities and members, encourage social cohesion, build capacity in communities, embrace and reflect diversity and encourage learning and creativity for all.

- Outreach programme including Memories Matter, walks and talks, community engagement
- Loans box and art box service for schools and care homes
- Multi agency links and partnership working across Salford
- Use of social media to promote, engage and communicate with new audiences
- Project work in different areas of Salford and with different groups – focused particularly on hard to reach groups, non-users and areas of deprivation. Support of groups applying for Heritage Lottery funding
- Commitment to engaging users from across Salford, as well as regional and national audiences
- Systems in place to respond to users need, to identify non users and collect and analyse feedback. The service is committed to an on-going process of consultation and evaluation in relation to its services and facilities.
- All visitors can expect a warm welcome to our sites and be made to feel comfortable during their visit.
- We are committed to being an example of best practice with SEN learners engaging in garden projects and activities.
- We work closely with the Friends of Salford Museums Association and seek their advice and opinions on the sites development.

## **7. Work force development**

An engaged, enthusiastic, knowledgeable and trained workforce is essential in providing access for all our visitors, and for our participants in the community.

- The service abides by Salford Council's policies for recruitment and selection, and in general working practises.
- Induction procedures are in place for new staff, with particular regard to new Front of House employees. These include how to keep our visitors safe and make sure they have an enjoyable and engaging visit.
- Employees are encouraged to access training, where appropriate, and to support work in other teams to get a full understanding of the service. Information is provided on the

collections and the history of the sites, as well as information on facilities in the local area for visitors.

- 4 members of staff are trained as EDI assessors and one as an internal verifier and we aim to extend our training offer.
- Volunteer programme at Ordsall Hall (including the gardens) which welcomes volunteers from all ages and abilities. Placement opportunities at SMAG for those in formal education.
- All employees are encouraged to feedback on the service via regular meetings

## **8. Keeping our visitors safe**

Our sites are safe, enjoyable and clean venues for visitors and employees alike.

- All Visitors can expect a safe visit with all activities on the galleries or in the grounds being risk assessed and strict reporting procedures in place for any new hazards.
- We ask that under 16's are accompanied by a responsible adult when visiting the museum.
- Strict cleaning and hygiene procedures in place in the museum. This includes procedure in the cafes.
- All staff are inducted into safeguarding and understand how to report any concerns to the designated safeguarding officer. All appropriate staff are DBS checked.
- Evacuation procedures in place and regularly reviewed. Fire alarms are tested weekly.

### **Useful Links:**

**Equality Act 2010 guidance**     <https://www.gov.uk/equality-act-2010-guidance>

**Salford City Partnership Equality Strategy and Action Plan**  
[http://www.partnersinsalford.org/Citywide\\_Equality\\_Strategy.htm](http://www.partnersinsalford.org/Citywide_Equality_Strategy.htm)

**Salford Children's Safeguarding Board** <http://www.partnersinsalford.org/sscb/>

**The Co-operative Movements Values and Principles**

<http://www.co-operative.coop/corporate/aboutus/The-Co-operative-Group-Values-and-Principles/>

**SCL staff development and training policy** [http://intranet.scll.co.uk/training\\_policy\\_oct\\_2013.pdf](http://intranet.scll.co.uk/training_policy_oct_2013.pdf)

**SCC Recruitment and Selection Policy**  
<http://intranet.salford.gov.uk/recruitment-and-selection-policy-august-10.doc>