



# Hull Museums Access and Inclusion Policy



Making our museums fair for everyone to use

# Contents

# Page



About our museums

1



About our policy

2



Treating people fairly

3



Working together with people  
who use our museums

5



Our values

6



Things we will do

8



Getting to and around our  
our museums

9

# Contents

# Page



Accessible services

11



Activities

12



Collections and special exhibitions

15



Staff and volunteers

17



Checking our policy is working

19



Contact us

19

# About our museums



We are Hull Museums. We have got lots of museums for people to visit in our area.



People can come to our museums for things like:

- learning new things and finding out about the past



- seeing art and sculptures



- taking part in activities



- meeting other people



Everyone is welcome in our museums. We work really hard to make sure everyone is treated fairly and with respect.

## About our policy



We have written a **policy** about making our museums fair for everyone.

A **policy** is a set of rules about how we do things.

Our policy will make sure that we work in ways that:

- give everyone the same chances to use our museums

and

- stop people being treated unfairly



# Treating people fairly



Some people are more likely to be treated unfairly.



The law says you cannot treat someone unfairly because of:



- age



- race. This can mean things like your background or the colour of your skin



- a disability



- your gender or sexuality



- your religion or beliefs



- marriage or civil partnership



- being pregnant or having a baby



- not having much money



Our policy will make sure we follow the law about making things fair for everyone.

## Working together with people who use our museums



It is really important to talk to lots of different people from our communities about our museums.



They will help us to understand what people need and what is important to them.



We will work closely together when we plan and run our museums.



We will do this from the very beginning to the end of any changes or new ideas. This is called **co-production**.





We will also work together to decide what we will show in our museums.



This is a great way of working and means our museums will be better for everyone.

## Our values



Our values are what we believe in and how we work with people.



When we work on our policy, we will:

- listen to people and make sure we understand everyone's needs



- treat everyone fairly and with respect



- celebrate all of the different people and communities we have in Hull and all the good things they bring



- think carefully about how the things we show in our museums might make people feel



- share what we have learnt with the council, schools, universities and other organisations

# Things we will do

## Information



People need information about museums before they come to visit.

This will help them to properly plan their visit.

We will:



- make sure all our information is clear and easy to read.

This includes leaflets, online and on **social media**.



**Social media** is things like Twitter, Facebook and Instagram



- give our information in lots of different ways. Things like: Braille, easy read, large print



- make sure it is easy for people to get in touch with us



- make sure our websites are kept up to date with the right information



- make sure any photos we use include a good mix of people from our communities

## Getting to and around our museums

We will:



- make sure our signs are clear and easy to understand. This will help people to find the way to and around our museums



- make sure there are no steps on the way into the museums



- make sure all our museums have seating areas and bigger toilets for disabled people and families



- There might be some parts of the museums that people can't get to.



We will offer things like a **virtual tour** instead.

A **virtual tour** is when you look at information, videos and pictures instead.



- if there is an emergency, we will make sure that disabled people can get out quickly and safely



## Accessible services

**Accessible** means easy for everyone to use.

We have lots of ways to make the museums more accessible:



- **Audio description.** This is when someone talks and tells you about something



- **Captions.** When people speak in a film, what they say is written on the screen. This is called a caption



- Hearing loops



- British Sign Language interpreters for some of our films and talks

# Activities



We run lots of different activities in our museums. This might be things like:



- talks and **tours**. A **tour** is when someone shows you round the museum and tells you interesting things

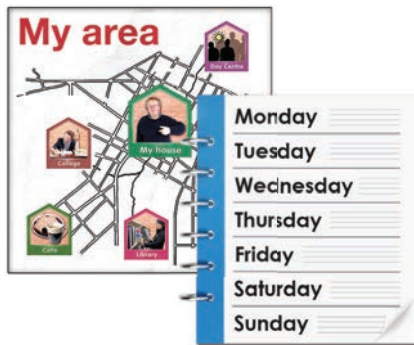


- crafts or stories for children and families



- special sessions for schools

When we run activities, we will try to:



- have activities at different times of the day and at different places in Hull



- not ask people to pay to do activities. If they do have to pay, we will do our best to keep costs down



- make sure everyone has chance to take part



- make sure we have activities that people want and are interested in



When we run activities, we will try to:



- offer more activities that use all of your senses. For example what you can hear, see, feel, taste and smell



- make sure people can tell us their needs when they book onto a session.



This will help us to make **reasonable adjustments.**

These are things like extra time and support or a quiet space

# Collections and special exhibitions



A **collection** is a group of things that go together.

A **special exhibition** is when we show a collection.



For example:

- a collection of vases

or



- paintings that have all been done by the same artist



We will:

- make sure it is fair for everyone to see our collections



- understand what our collections mean to people from different groups and backgrounds



- show artists from different groups and backgrounds



- make sure people can see our collections online if they can't come to our museums



- make sure we have the right things in our museums that people want to see



- work together with other museums to share our collections.

# Staff and volunteers



**Volunteers** give their time, skills and experience to support people or places in their local community.

They work at our museums but they do not get any pay.

We will:



- treat our staff and volunteers fairly and with respect



- give all our staff and volunteers training about making things fair for everyone



- have a good mix of staff and volunteers from different groups in our community



- support disabled staff and volunteers. We will make sure they have the things they need to do their jobs well



- not treat people unfairly when we:

- advertise jobs



- choose people to interview



- choose people to work for us. We will choose people because of how well they can do the job.



- follow the council's rules when we offer apprenticeships

## Checking our policy is working



We have a special team called the Access and Inclusion Working Group.

Their job is to make sure we run our museums in a fair way.



The group will check this policy every year to see if it is working. They will make any changes if they need to.

## Contact us

For more information or if you have any questions, you can contact us:



**By email:**

**[museums@hcandl.co.uk](mailto:museums@hcandl.co.uk)**



**By phone:**

**01482 300300**