

ENGLISH HERITAGE

# **Disability Equality Scheme 2006**

**making equality a reality for  
disabled people**

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## Foreword

English Heritage aims to help everyone to understand and enjoy the historic environment around them.

According to the Disability Discrimination Act 1995, a disabled person is someone who has a physical or mental impairment which has an effect on their ability to carry out normal day to day activities. That effect must be substantial, adverse and long term (that is it has lasted or is likely to last for at least a year or for the rest of the life of the person affected).

We recognise that people are disabled by physical and social barriers rather than individual impairments or conditions. The “problem” of disability results from social structures and attitudes, rather than from a person’s impairment or medical condition. We also recognise that not everyone who is covered by the definition of disability will consider themselves disabled. For example, some Deaf people who use British Sign Language consider themselves as a linguistic minority, with a lifestyle, history and specific culture, rather than as “disabled”.

The historic environment can be perceived as inaccessible. English Heritage knows that this need not be the case and has seen and been involved with some amazing solutions to addressing all types of barriers, physical and otherwise. Our experience is that with some thought and discussion, a beneficial solution can be found to almost any barrier. We also recognise that there will be a constant evolution of opportunities and expectations such that our work to develop access to all our services will be ongoing and informed by our growing awareness of the issues.

We want to see the broadest possible public access to the historic environment and to the interpretation that makes it come alive. We believe that the historic environment can contribute to positive change in the lives of individuals and communities and we will continue to promote best practice in providing access while meeting conservation needs. English Heritage seeks a more inclusive approach to the historic environment which is celebrated with excellent, high quality modern design solutions. Our publications such as *Easy Access to Historic Landscapes* and *Easy Access to Historic Buildings* are fundamental to this work and expand on these ideas.

We recognise, however, that developing physical access is only one aspect of working towards disability equality. English Heritage is opposed to all forms of unfair discrimination and, as an employer, we are committed to policies which encourage equality of opportunity for everyone. We believe

that diversity amongst our staff enhances our ability to reach our goals effectively and we expect that all our staff should be treated with equal dignity and respect. Recruiting, training and developing staff are very important aspects of our strategy for disability equality.

Having to date focussed most of our effort into increasing the accessibility of our sites, with this first English Heritage Disability Equality Scheme, we are now moving forward to look at the impact that our other core activities can have in promoting disability equality. English Heritage has much to learn from further involving disabled people in this process and we look forward to further active engagement that builds on our existing work.

A handwritten signature in black ink that reads "Simon Thurley." The signature is written in a cursive, flowing style.

Dr Simon Thurley, Chief Executive

## Contents

	Page
Foreword	1
<b>Section 1: The English Heritage Disability Equality Scheme</b>	<b>5</b>
English Heritage	5
The Context	7
Achievements to date	7
Our Commitment to Involvement	9
English Heritage's Policies to support Disability Equality	10
The Purpose of our Disability Equality Scheme	11
Who is responsible for the Disability Equality Scheme?	11
Meeting the Duties	13
Employment Equality	14
<b>Section 2: The Legal Context</b>	<b>16</b>
What the Law Says	16
<b>Section 3: Having your say</b>	<b>17</b>
Tell us what you think	17
<b>Appendix</b>	
1. The English Heritage Disability Equality Action Plan	18
2. English Heritage plans to collect data required under anti-discrimination legislation	27

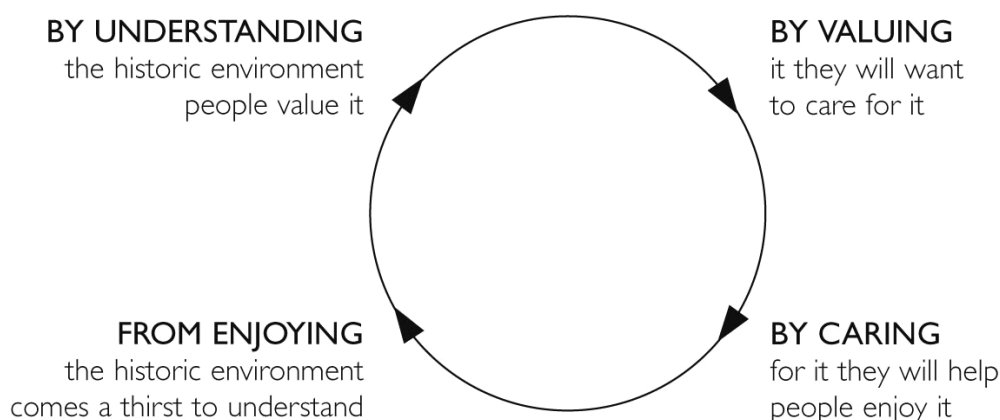
## Section 1: The English Heritage Disability Equality Scheme

### English Heritage

English Heritage is the government's designated lead body for the historic environment, with responsibility for all aspects of its protection and promotion. We were established in 1983 and employ about 2,000 people. We look after more than 400 historic properties and monuments including Stonehenge and Dover Castle, so we play a strong part in the tourism industry. We are a membership organisation and also raise income through charging for admission and events at some of our properties.

We are a non-departmental public body sponsored by the Department for Culture, Media and Sport. As the government's advisor on the historic environment, we work with a number of government departments. We give conservation grants and provide advisory and education services. We identify buildings, monuments and landscapes for protection and make our research available through publications and our website.

*Making the Past Part of our Future, the English Heritage Strategy 2005-10*, provides the vision and framework in which English Heritage operates. This illustrates the four aspects of the Heritage Cycle, a way of demonstrating how the historic environment can become an integral part of people's lives through understanding, valuing, caring for and enjoying the historic environment all around.



This cycle is underpinned by six strategic aims:

1. Understanding: Help people develop their understanding of the historic environment;
2. Valuing: Get the historic environment on other people's agendas;

3. Valuing: Enable and promote sustainable change to England's historic environment;
4. Caring: Help local communities to care for their historic environment;
5. Enjoying: Stimulate and harness enthusiasm for England's historic environment; and
6. Make the most effective use of the assets in our care.

Disability Equality is already integral to all aspects of our strategy and it is a priority of English Heritage to assess, monitor and review progress in ensuring this is achieved.

The Funding Agreement 2005-8 between English Heritage and government departments contains a target set by the Department for Culture, Media and Sport. This is:

**By 2008, increase visits to designated Historic Environment sites by adults and young people aged 16 and above from priority groups, by 3%.**

"Priority groups" are defined as people with a physical or mental disability, people from black and minority ethnic groups and people from socio-economic groups C2, D and E. English Heritage has agreed an Action Plan to support the achievement of this target in conjunction with the whole heritage sector.

The Disability Equality Action Plan associated with this scheme (at Appendix 1) identifies the next set of targets for improvement that we have set ourselves internally. This plan has been developed following an internal audit of our services, assessing them for accessibility and equality to date and seeking to identify further work that needs to be done. The action plan focuses on those activities where the greatest impact can be made. Whilst we have consulted with many stakeholders regarding access to our sites and with English Heritage staff for our other services, we recognise the further consultation we need to undertake to ensure a good assessment of the impact of our services and thus to provide a more robust evidence base. We have included action to achieve this within our Action Plan.

The key areas of our work which the action plan focuses on initially are:

- The further development of this scheme and its action plan
- Sites
- Publications and general information
- Employment procedures
- Learning activities
- Advice and grants activities
- Training our staff

- The way we procure works and services from third parties

## The Context

This document is primarily about people with a disability or a long-term health condition that has an impact on their day to day lives. This can include people with cancer, diabetes, multiple sclerosis and heart conditions; people who have a hearing or sight impairment; people with significant mobility difficulty; as well as people who have mental health conditions or learning difficulties.

There are an estimated 10 million disabled adults in the United Kingdom (1 in 5 of the total adult population) and 770,000 disabled children<sup>1</sup>. We are living longer and surviving illness better, so disability is an issue that may affect all of us at some time.

Disabled people can experience discrimination in many areas of life. For example, people with disabilities do not always get equal access to education and jobs so their income may be low. Discrimination is fuelled by prejudices and negative attitudes to disability in the population as a whole.

## Achievements to date

English Heritage has been working on developing access to its sites and services for many years. This has included:

### Sites

- Development of a Site Access Strategy in consultation with a number of national disability organisations, to help prioritise resources and ensure our actions help remove barriers of all types.
- Consultation with a variety of groups of disabled people at a number of our sites. For example, we have worked with several local and regional groups of people with disabilities at Witley Court, an English Heritage site in the West Midlands, both to assess issues relating to the individual site itself, to find out from their perspective what changes we could undertake to make the site more accessible to all and to consider how we could learn lessons for more of our sites.
- Publication of a Site Access Guide, providing information on access arrangements at sites.
- Access audits at all of our staffed and most of our smaller, more remote sites.
- Installation of induction loops at every formal point of contact at our sites together with ramps and the regrading of paths at many sites.

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<sup>1</sup> National Audit Office "Delivering Public Services to a Diverse Society" report 10 December 2004

- Pilot of 2 terrain guides to illustrate access routes around sites.
- Provision of introductory interpretation in more than one format at most of our staffed sites.
- Instigation of a programme of training to site staff. The *Welcome All* programme in 2003 was followed by the development and roll out of our own Disability Awareness DVD, based on recommendations made by the disability groups involved on the Witley Court project, and made in collaboration with them.

#### Publications and general information

- Publication of *Easy Access to Historic Buildings* and *Easy Access to Historic Landscapes* to assist owners and their professional advisors in developing access arrangements.
- The English Heritage website currently meets level A of the W3C WCAG accessibility guidelines, with most of the level AA and AAA checkpoints also achieved. It has been tested against a number of automated accessibility validation tools, and is regularly tested by an external agency, who manually assess the accessibility of the website.

#### Employment procedures

- Initially appointed an in-house Human Resources diversity champion to address diversity issues across all Human Resources activities, now embedded in all Human Resources staff roles with specifically identified leads for individual areas of work.
- Adoption of the commitments of the *Positive about Disabled People* employers' campaign.
- The setting up of a Disability Action Group consisting of people from throughout the organisation, disabled or otherwise, with a role to play, meeting to review and challenge practices. This is in addition to the formal arrangements already in place with the Trade Unions to discuss and assess disability and diversity issues.

#### Learning activities

- Creation of an Outreach Department in 2003 with a remit to develop community-led heritage projects with people who traditionally have not engaged with heritage, including people with disabilities.
- Working in partnership with Manchester Coalition of Disabled People on 'Nothing About Us, Without Us', a project to record the oral histories of Deaf and disabled people in Ardwick about the changing perception of disability and political movements of the 1950s and '60s.
- Tactile Rock Art project with Newcastle Society for the Blind which offered opportunities for members to visit Neolithic rock art with an expert and subsequently to create tactile art inspired by their visits, in creative workshops.

- As part of continuing work with disabled people at Witley Court, working with Wyre Forest LAFS, a group of young people with learning difficulties, on a natural heritage project at the site throughout 2006/7.
- Significantly improved access to our major outdoor event, the *Festival of History* held each year at a historic site.

#### Advice and Grants activities

- Grant application packs in plain English and increased font size.
- Grant applications for repair schemes to listed buildings all now require an access audit to have been completed prior to award of main grant.
- Regional offices having accessible meeting rooms available as well as fixed and portable induction loop facilities.
- All external correspondence in sans serif fonts and available electronically for large print or in Braille.

#### Training

- Following consultation with regional disability groups at Witley Court, development of a DVD training package for site based staff.
- Incorporation of a discussion of diversity issues, including disability equality, in our 2006 staff conferences.

<b>Our Commitment to Involvement</b>
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This scheme has been prepared in conjunction with the English Heritage Disability Action Group, a group of staff committed to improving access to all aspects of the organisation for disabled people, including disabled employees. A disability equality consultant, Christine O'Mahony, has been engaged to assist with the development of this scheme and to improve our involvement with disabled people.

Disabled people have been consulted on developing and improving access to our sites on a regular basis for many years, starting with Bolsover Castle in 1996 through to Kenwood House recently. A series of consultation exercises were undertaken when producing the *Easy Access* guides. In conjunction with the Disability Rights Commission and the National Trust, English Heritage undertook a series of consultative seminars across England in 2005 with disabled people/groups and the sector, considering access issues to the historic environment as a whole. English Heritage is committed to developing this involvement further as we work towards disability equality in the provision of all services and activities.

We will involve disabled people in our discussions about how we can make English Heritage a more attractive place to work for everyone, including disabled people, to work.

We will ask disabled people to help us to:

- Set priorities and plan action;
- Look at the impact of existing and proposed policies;
- Monitor and check how well things are done; and
- Review and revise this scheme.

As part of our commitment to understanding and sharing all aspects of England's heritage, we will continue to work with disabled people to uncover their often untold histories and the history of attitudes to disability.

We will continue to work with disabled people in the ongoing development and monitoring of this Scheme and its action plan.

In developing this Scheme we have also used the recommendations made by the Disability Rights Commission in their Code of Practice on *The Duty to Promote Disability Equality*.

### **English Heritage Policies to support Disability Equality**

English Heritage recognises the social model of disability. This means we believe that people are disabled by physical and social barriers rather than by individual impairments. The “problem” of disability results from social structures and attitudes, not a person's impairment or medical condition.

The *English Heritage Equality and Diversity Policy and Procedure* covers issues of recruitment, employment, staff development and training as well as procedures for dealing with staff complaints of discrimination, bullying and harassment.

In addition, there is a *Policy and Procedure for providing support for People with Special Requirements* which confirms English Heritage's commitment to making reasonable adjustments for new employees who take up employment with the organisation and for anyone who may become disabled in the course of their employment.

English Heritage has also signed up to the *Positive About Disabled People* employer's commitment.

The English Heritage *Disability Access Policy* (2004 revised) and Strategy covers our approach to developing physical and intellectual access at our historic sites and properties.

## The Purpose of our Disability Equality Scheme

The new Disability Discrimination Act (DDA) 2005 gives English Heritage duties to promote disability equality. Disability equality is about making things fairer for disabled people.

Producing a Disability Equality Scheme is one of the duties of the new DDA 2005.

### What is a Disability Equality Scheme?

A Disability Equality Scheme sets out our plans for working with disabled people to ensure that everyone can have the best possible interaction with English Heritage, for example, as visitors, employees, researchers or grant applicants. The Scheme also includes a number of things we must consider. For example, our Action Plan must include measurements of progress for disabled people in the areas of employment and access to services.

### The purpose of our Disability Equality Scheme is to ensure disability equality is embedded across English Heritage by:

- Showing how we have involved disabled people in developing the scheme and taking the decisions we have made;
- Explaining the arrangements we have in place to gather information on our performance on disability equality;
- Explaining our arrangements for assessing the impact of our activities on disability equality;
- Explaining how we will use the information we gather in reviewing the effectiveness of our actions; and
- Detailing our proposed action plan to improve access arrangements to all our services and activities for disabled people.

We will monitor and check what we are doing and report each year, published through our website. Our aim is to achieve positive, measurable outcomes that continue to build towards equality.

Further information about the Disability Discrimination Act 2005, including what the new duties mean can be found in the section called, *What the Law Says*.

## Who is responsible for the Disability Equality Scheme?

- English Heritage's Commission has overall responsibility for the Disability Equality Scheme. A **Commissioner** is appointed with particular expertise

in diversity issues, available to advise the Commission and the Executive Board.

- The Chief Executive and Executive Board are responsible for ensuring that this Scheme is put into action across the organisation.
- English Heritage employees and colleagues in partner organisations all have a role to play in meeting the duty to promote equality for disabled people.

The arrangements described below ensure that we co-ordinate the work involved in putting the Scheme in to practice.

**Our Social Inclusion and Diversity Programme Board**

of senior managers from all English Heritage groups is there to oversee development of all equality issues and ensure effective action is taken to promote equality and reduce disadvantage. The chair is a member of English Heritage's Executive Board. The Social Inclusion and Diversity Programme Board reports on progress to the Executive Board at least twice a year.



**A Disability Action Group**

supports the work of the Social Inclusion and Diversity Programme Board on disability equality issues. It is made up of disabled employees, other staff from across the organisation and the Trade Unions. It provides a conduit to address comments from staff and visitors which reflect on a matter of policy or strategy. It is responsible for overseeing the production and monitoring progress of the Disability Equality Scheme. The Chair is a member of the Social Inclusion and Diversity Programme Board.



**The Properties Access Group**

is an operational working group made up of key staff considering the development of our Site Access Strategy and hence access opportunities for all visitors to our sites open to the public. The Chair is a member of the Disability Action Group.

The Disability Equality Scheme is prepared by a working group of the Disability Action Group, discussed with the Social Inclusion and Diversity Programme Board and endorsed and adopted by the Executive Board and Commission.

## Meeting the Duties

The following section, together with our Action Plan (Appendix 1) looks at how we are meeting (or how we will meet) the new duties. More information about the general duty can be found in the section called *What the Law Says*.

### **Equality Impact Assessments (EIA's)**

An Equality Impact Assessment is a way of assessing whether an existing or proposed policy, procedure, practice or service does (or may) affect people differently, and if so, whether it affects them in an adverse way.

As part of our Action Plan, we will be developing an Equality Impact methodology to help us assess our existing and new policies, practices and procedures, as well as carrying out more detailed Equality Impact Assessments across a number of key policies, activities and services. The process of developing the procedure and undertaking the detailed impact assessments will involve disabled people and disability issues will be considered alongside all equality issues such as race and gender so that we can understand the interaction of different factors in people's experience. This will help us identify the areas with the most potential for negative impact on disabled people's lives.

The results of the Equality Impact Assessments will drive the development of our Action Plan and will be reported on our website as part of the annual review of the Disability Equality Scheme.

### **Monitoring**

English Heritage will monitor progress in improving, developing and promoting disability equality in all its activities and services through the Action Plan associated with this Scheme and the annual review process, overseen by the Disability Action Group.

English Heritage will continue to monitor the presence and experience of disabled visitors to our sites, through our annual Visitor Surveys and through visitor comments feedback. Our Summer 2006 Survey showed that 7% of all respondents at our most popular 40 sites identified themselves as having a disability. Visitors with a disability were asked to rate how well the site they had visited met their access needs. The response was:

Excellent	12%
Good	29%
OK	17%

Poor	10%
Very poor	2%
No comment	30%

## **Publishing the Results**

English Heritage will publish an annual review of progress against the Action Plan and associated targets through our annual report on this Disability Equality Scheme on our website.

## **Employment Equality**

English Heritage employs 2,363 full and part time staff, of whom, 21 have told us that they have a disability.

English Heritage is committed to equality in employment and has adopted the commitments of the *Positive about Disabled People* (commonly known as the Double Tick) standard. This means we made five commitments as an employer:

- 1 to provide a guaranteed job interview to all those who meet the essential requirements for a job;
- 2 to consult disabled employees regularly;
- 3 to keep employees if they become disabled;
- 4 to improve the knowledge of employees about disability; and
- 5 to check progress each year, plan ahead and let employees know about progress and future plans

## **Employment Monitoring**

Work continues to be undertaken to ensure an atmosphere and culture in which all people feel confident that they can inform the organisation, if they wish, of any impairment and access needs, without the risk of discrimination. On an annual basis, we will monitor the number of people we employ who have chosen to disclose their impairment status. Work is also being undertaken to review and develop the reports required to support better monitoring for the future. Our plans to improve our monitoring procedures across all anti-discriminatory legislative requirements are laid out in Appendix 2.

## **Disability Equality**

English Heritage recognises that the way that members of the public and our own staff are treated is key to providing an effective service for all. Training our staff so they are more aware of and have the skills to take

positive action on disability equality, by removing barriers placed in the way of disabled people by English Heritage, is a key aspect of our Action Plan.

An Equalities and Diversity Training Plan is being developed to extend our current training. The purpose of this plan is to provide all our staff with the skills and knowledge they need to ensure that equality becomes embedded in our day to day activities.

The training is supported with visible and strong leadership from senior management. Every manager has individual responsibility to ensure they and their team members have sufficient understanding to carry out English Heritage policy aims and meet legal requirements.

### **Whitley Council**

Consultation with the Trade Union is a long established principle in English Heritage through Whitley Council sub-committees. There is a specific sub-committee for Equal Opportunities. Issues pertaining to disability that arise on an organisation-wide basis, such as the *Special Requirements Policy and Procedure*, are raised and discussed in this forum. Individual operational issues are normally discussed and resolved at line management level.

### **Retaining our Disabled Employees**

If an employee becomes disabled or the impact of their impairment means they cannot do their current job, then we will consider what reasonable adjustments can be made to enable them to continue working with us and developing a career with English Heritage, as outlined in our *Special Requirements Policy and Procedure*.

## Section 2: The Legal Context

### What the Law Says

English Heritage will carry out its duties under disability legislation. The primary ones that impact on English Heritage are:

- The Disability Discrimination Act (DDA) 1995 as amended by the Disability Discrimination Act 2005
- Buildings Regulations 2000 and Part M requirements – building regulation amendments 2003

#### **Disability Discrimination Act (DDA) 2005**

The new duty means that we must, in carrying out our functions, have due regard to:

- promoting equality of opportunity between disabled people and other people;
- eliminating discrimination which is unlawful under the Act;
- eliminating harassment of disabled people that is related to their disabilities;
- promoting positive attitudes towards disabled people;
- encouraging participation by disabled people in public life; and
- taking steps to take account of disabled people's disabilities even where this involves treating disabled people more favourably than other people.

The new duty builds upon the duties of the Disability Discrimination Act 1995 which already includes the duty to make reasonable adjustments to ensure disabled people can access employment, goods, facilities, services, functions and premises.

We recognise that disabled people may also be affected by other equality matters such as race and gender, for which further information is available at [www.english-heritage.org.uk](http://www.english-heritage.org.uk) or is currently in production.

## **Section 3: Having your say**

### **Tell us what you think**

We welcome feedback on this document and on all aspects of our work as an employer and service provider. This document is the next step in a change process English Heritage has been committed to for a number of years. We will consider all feedback when reviewing our Disability Equality Scheme each year and use the monitoring of comments as one way of gathering further information to see whether we are promoting disability equality.

If you feel that you have experienced disability discrimination in the way that English Heritage has treated you, you can complain through our Corporate Comments procedure accessed via our website, [www.english-heritage.org.uk](http://www.english-heritage.org.uk) or by contacting our Customer Services department at PO Box 569, Swindon SN2 2YP. Equally, if you feel you have experienced good service you can tell us through the same process. We will learn from these comments and share good practice across the organisation.

The Disability Action Group will consider all opinions on matters of policy or strategy from staff or visitors and incorporate them into future Action Plans if appropriate. Specific issues will be addressed locally.

#### Grievance procedures for staff

We have grievance and disciplinary procedures in place and a separate Equality and Diversity policy and procedure on dealing with complaints of harassment relating to employees. We also have a “whistle blowing” procedure, which protects you against victimisation as an employee if you who want to report bad practice. More information about these are available on our corporate intranet, through the Human Resources manual or directly from the Human Resources department.

We take all complaints seriously and will not tolerate any form of discriminatory behaviour.

## The English Heritage Disability Equality Scheme Action Plan

Our first Action Plan contains a prioritised list of tasks based on:

- disability equality issues identified by disabled people in consultation exercises;
- the objectives, priorities and targets of English Heritage; and
- the requirements of the Code of Practice: “Duty to Promote Disability Equality” published by the Disability Rights Commission. For example, we must include measurements of progress for disabled people in the areas of employment and access to services as well as a number of other requirements such as our approach to Equality Impact Assessments.

**Disability Equality Scheme Action Plan 2007-2010**

<b>Implementing the Scheme</b>			
<b>Action</b>	<b>Outcome</b>	<b>Responsibility</b>	<b>Timescale</b>
1. Review the Equality Scheme and ensure it remains fit for purpose	Report to the Social Inclusion and Diversity Programme Board and the Executive Board on any proposed updates to the Scheme	Disability Action Group	December 2007 and annually
2. Monitor performance against the Action Plan.	Report to the Social Inclusion and Diversity Programme Board and the Executive Board on progress to date, identify any remedial action required. Publish the findings on the English Heritage web site.	Disability Action Group	December 2007 and annually
3. Assess the future Action Plan and prioritise action based on Equality Impact Assessments	Report to the Social Inclusion and Diversity Programme Board and the Executive Board identifying future Action Plan priorities.	Disability Action Group	December 2007 and annually
4. Develop a robust Equality Impact Assessment procedure.	Equality Impact Assessment methodology developed and applicable for all policies, processes and procedures, enabling appropriate consultation.	Head of Social Inclusion and Diversity	June 2007
5. Work with the DCMS to develop a network of similar bodies to share best practice.	Benchmarking group established.	Head of Social Inclusion and Diversity	December 2007

<p>6. Develop a more robust national method of involving disabled people and disabled people's organisations across our activities and in promoting equality for disabled people.</p>	<p>Disabled people and their organisations involved in:</p> <ul style="list-style-type: none"> <li>➤ Setting priorities and planning action;</li> <li>➤ Looking at the impact of existing and proposed policies;</li> <li>➤ Monitoring and checking how well things are done; and</li> <li>➤ Reviewing and revising this scheme.</li> </ul>	<p>Head of Social Inclusion and Diversity</p>	<p>April 2007</p>
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<b>Access to our Sites</b>			
<b>Action</b>	<b>Outcome</b>	<b>Responsibility</b>	<b>Timescale</b>
<p>7. Review our Site Access Strategy</p>	<p>Updated strategy, published on our website.</p>	<p>Visitor Operations Director with responsibility for Disability Equality at Sites</p>	<p>December 2007</p>
<p>8. Audit of implementation of disability equality training for all site based staff with action taken as necessary to train staff as they join during the year or who missed initial training programmes.</p>	<p>All site based staff trained in disability equality awareness.</p>	<p>Visitor Operations Director with responsibility for Disability Equality at Sites</p>	<p>June 2007</p>
<p>9. Improve the quality of site access audits by:</p> <ul style="list-style-type: none"> <li>➤ Reviewing existing audits;</li> <li>➤ Creating a standard audit template;</li> <li>➤ Prioritising key sites for revisiting;</li> <li>➤ Ensuring 100% access/action plan coverage; and</li> <li>➤ Consultation with users at major sites.</li> </ul>	<p>Complete coverage of site audits and associated action plans to an appropriate standard.</p>	<p>Visitor Operations Director with responsibility for Disability Equality at Sites</p>	<p>Review, template and prioritisation list December 2007 100% coverage by December 2008. Key sites revisited with consultation by December 2008.</p>

10. Undertake an impact assessment for disabled visitors as part of a review of our national site interpretation strategy and update of our approach to accessible interpretation.	New interpretation strategy developed and implementation plan established.	Head of Interpretation	December 2007.
11. Undertake an impact assessment and review the operational signage manual in the light of comments from consultation at Witley Court (English Heritage site in the West Midlands).	Rewrite of the manual to ensure all new signage responds effectively to the needs of disabled people.	Head of Property Development	New manual by December 2008. All new signage commissioned from January 2009.

### Access to Information

Action	Outcome	Responsibility	Timescale
12. Establish agreed standards for the production of accessible digital versions of all new publications and public communications.	Agreed standards disseminated across English Heritage.	Creative Services Manager	Guide available September 2007. Dissemination by December 2007. All new publications by January 2008.
13. Audit web site pdf files to ensure machine readable and develop programme to adapt the back catalogue. Upgrade current pdf creation software to fully machine readable version (currently approximately 20% of staff have appropriate software version).	Roll-out upgrade to software. Once in place, ensure all new pdf files machine readable and put in place standards for pdf page creation to improve accessibility. Action plan for upgrading back catalogue.	IT Director to roll-out software Web Editor for standards	Software roll-out by June 2007. All new pdf pages from appropriate machine readable software from July 2007. Audit of back catalogue and action plan to update by June 2007.

14. Undertake research and development for an accessible guide for the visitor experience (all aspects) in the <i>Easy Access</i> series in consultation with others in the historic environment sector and disabled groups.	New publication in the <i>Easy Access</i> series	Head of Interpretation	December 2009
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<b>Employment Equality</b>			
<b>Action</b>	<b>Outcome</b>	<b>Responsibility</b>	<b>Timescale</b>
15. Commence an impact assessment of our key employment policies to ensure they take account of the needs of disabled people.	A prioritised list of policies for review including the following: equality and diversity, special requirements, recruitment, sickness, harassment, grievance and disciplinary, to ensure legal compliance and to reflect best practice.	Head of Human Resources Client Management and Human Resources Policy Manager.	Prioritised list by June 2007. Specified policies reviewed by December 2007.
16. Undertake a data collection exercise to establish a more accurate level of disability reporting, encouraging staff to disclose a disability if they wish. Review monitoring arrangements for adequacy and ensure reporting operational.	Employees feel comfortable in declaring a disability and records are up to date, accessible and provide useful information.	Human Resources Data Manager once appointed.	June 2008.
17. Re-launch the <i>Positive about Disabled People</i> campaign, reminding staff of its existence and reviewing progress against commitments.	All staff aware of the five commitments, the double tick logo displayed on all recruitment and associated literature, with a review against progress undertaken and action plan developed and implemented.	Head of Human Resources Client Management and Human Resources Policy Manager.	Relaunch December 2006 Review against progress and action plan developed December 2007.
18. Consider the development of departmental diversity champions to include disability issues.	Proposal for effective departmental champions through the training programme.	Disability Action Group.	June 2007.

19. Encourage staff to engage with disability issues within English Heritage by increasing the membership of the Disability Action Group by a further five disabled staff.	Five additional disabled staff engaged giving a greater input into corporate progress.	Chair of the Disability Action Group.	December 2007.
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### Learning Activities

Action	Outcome	Responsibility	Timescale
20. Outreach Department to continue to work collaboratively with disabled people on community-led heritage projects.	Projects led by disabled people to: 1. explore and tell the story of disability history; and 2. enabling individuals to tell their own stories, learn skills or access heritage in the way they choose. We will publish the results in an appropriate form.	Head of Outreach	Initial programme complete March 2008, then on going.
21. Audit all education rooms for accessibility.	Review audits to develop action plans to enhance accessibility.	Head of Education	December 2007
22. Build disability equality training into annual training programmed for volunteers, consultants and internal staff undertaking educational activities with English Heritage.	All involved in educational activities with English Heritage have increased awareness of disability issues and their impact.	Head of Education	Built into training programme April 2007. Roll out to all involved with educational activities by September 2007.
23. Further improve the accessibility of the <i>Festival of History</i> by ensuring appropriate coverage through induction loops.	Induction loop system available at relevant parts of site.	Head of Events	August 2007.

### Advice and Grants

Action	Outcome	Responsibility	Timescale
24. Establish how we can make the availability of grants better known to potential applicants, especially grants for access projects relating to the historic environment.	Improved guidance notes for advertising grant schemes.	Head of Operations, Planning & Development.	December 2007.
25. Review accessibility of grant application packs and documentation to ensure readily available in a variety of formats.	Equality impact assessment completed on all grant application packs and action plan developed with target delivery dates.	Head of Operations, Planning & Development.	September 2007.
26. Review accessibility of advice and guidance documentation and consultation responses to ensure readily available in a variety of formats.	Equality impact assessment completed of all types of advice, guidance and consultation documentation and action plan developed with target delivery dates.	Head of Operations, Planning & Development.	September 2007.
27. Clarify required office accessibility arrangements following consultation and audit the current level of provision	Equality impact assessments for all our regional offices against agreed standards with statement of requirements agreed and an action plan in place with target deliver dates.	Head of Operations, Planning & Development.	June 2007.
28. Continue to ensure advice given on changes to the historic environment encourages improved access.	Historic environment recognised as providing better access.	Head of Operations, Planning & Development.	On-going, internal seminar to share best practice held by December 2007.
29. Although English Heritage does not have the authority to make changes, it will continue to engage with the Government to simplify the statutory planning system with regard to the historic environment to encourage a greater engagement by people with disabilities.	Ongoing engagement with the DCLG to simplify the Planning Process.	Policy Director	Ongoing.

<b>Training</b>			
<b>Action</b>	<b>Outcome</b>	<b>Responsibility</b>	<b>Timescale</b>
30. Training for all senior managers in disability equality and other diversity issues in a format that can be rolled out to teams.	All senior managers aware and training rolled out to teams across all parts of English Heritage.	Head of People Development	Senior managers' programme completed by June 2007. Roll out to teams completed by September 2007.
31. Embed Disability Equality issues in all training modules.	Disability Equality becomes an integral part of all training we undertake.	Head of People Development	Programme completed by December 2008

<b>Procurement</b>			
<b>Action</b>	<b>Outcome</b>	<b>Responsibility</b>	<b>Timescale</b>
32. Understand and assess the impact of DDA procurement requirements on the activities of English Heritage and implement across the organisation.	DDA procurement requirements embedded in procurement processes and rolled out across the organisation.	Head of Procurement.	Understanding and assessment: March 2007 Embedded in processes: June 2007 Roll out programme in-place and commenced: December 2007

<p>33. Review procurement procedures to ensure they enable disabled organisations to tender for appropriate contracts.</p>	<p>Knowledge and understanding of how and when to use the government's <i>Supported Factories and Businesses</i> list or <i>Sheltered Workshops</i> list of organisations employing significant numbers of disabled people, disseminated across English Heritage.</p>	<p>Head of Procurement</p>	<p>February 2007</p>
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## ENGLISH HERITAGE PLANS TO COLLECT DATA REQUIRED UNDER ANTI-DISCRIMINATION LEGISLATION

- 1) The data which we collect and publish will be anonymised. Data is used to improve policies, practices and procedures generally. Staff will always be told this when asked to self-identify.
- 2) We aim that all data collected should be capable of cross-referencing.

### Sexual Orientation and Religion & Belief

We are not obliged to and do not wish to gather monitoring data on Sexual Orientation or Religion & Belief in the same way. However, there are two actions that we will carry out to watch for harassment or discrimination:

- 1) Monitor independent counselling service CareFirst for indications of discrimination issues.
- 2) Review appropriate use of Staff Survey or third party survey to check for bullying and harassment, effective implementation of policies and issues for consideration under employer's duty of care.

### Age

We are not obliged to gather monitoring data about age. However, this information could be useful, so we will be considering the appropriateness of gathering information relating to training, recruitment and promotion alongside our work on race, gender and disability.

### Note

A large print version of the actions in this table is being prepared and will be made available shortly.

INDICATOR	RACE EQUALITY – By ethnic group (top level census categories)	DISABILITY EQUALITY – By self-definition of disabled status (DDA05 definition)	GENDER EQUALITY – Self-defined: Male Female
<p>Applications for jobs, temporary and permanent, advertised and non-advertised.</p> <p>Success rates at each stage of the process.</p>	<p>Currently have a spreadsheet on S-Drive to capture recruitment data on all permanent staff by ethnicity.</p> <p><b>Action:</b> 1) HR to consider procurement issues with temporary staff agencies to ensure compliance with anti-discrimination law generally rather than attempting specific monitoring.</p> <p>2) LC to ask the Web Recruitment Providers to ensure that there is capability in new HRS to input this information and easily report on it.</p> <p><b>By when:</b> go live with web recruitment - expected first quarter 2007.</p>	<p>Currently have a spreadsheet on S-Drive to capture recruitment data on all permanent staff which can be interrogated for disability profile.</p> <p><b>Action:</b> 1) LC to ask the Web Recruitment Providers to ensure that there is capability to input this information and easily report on it.</p> <p><b>By when:</b> go live with web recruitment - expected first quarter 2007. <b>NOTE:</b> this requires self-disclosure by staff of disabled status. This has to be input to the HRS.</p> <p>2) Plan methods of requesting this information from all staff regularly.</p> <p>3) Actively promote the reasons for disclosure by individual staff.</p>	<p>Currently the S:Drive spreadsheet splits the applicants into gender and also identifies the gender of the successful applicant.</p> <p><b>Action:</b> 1) LC to ask the Web Recruitment Providers to ensure that there is capability to input this information and easily report on it.</p> <p><b>By when:</b> go live with web recruitment - expected first quarter 2007.</p>
<p>Distribution of workers in the organisation, by type of job, location and grade.</p>	<p>Can report currently on all workers by location and grade.</p> <p><b>Action:</b> LC &amp; RH: Clarify “Type of Job” categories.</p>	<p>Can report currently on all workers by location and grade.</p> <p><b>Action:</b> LC &amp; RH: Clarify “Type of Job” categories.</p>	<p>Can report currently on all workers by location and grade.</p> <p><b>Action:</b> LC &amp; RH: Clarify “Type of Job” categories.</p>
<p>Applications for promotion, transfer and training, and success rates in each.</p>	<p>Currently a report can be drawn off on who transfers and who has been <b>promoted</b>.</p> <p><b>Action:</b> 1) HRu review whether to create a business objects report in the new HRS or alternative appropriate means of recording applications for training.</p> <p>2) SS to investigate using a User Defined Field in new HRS to capture data on applications.</p>	<p>Currently a report can be drawn off on who transfers and who has been <b>promoted</b>.</p> <p><b>Action:</b> 1) HRu review whether to create a business objects report in the new HRS or alternative appropriate means of recording applications for training.</p> <p>2) SS to investigate using a User Defined Field in new HRS to capture data on applications.</p>	<p>Currently a report can be drawn off on who transfers and who has been <b>promoted</b>.</p> <p><b>Action:</b> 1) HRu review whether to create a business objects report in the new HRS or alternative appropriate means of recording applications for training.</p> <p>2) SS to investigate using a User Defined Field in new HRS to capture data on applications.</p>

Staff receiving training	From Jan 07 the new HRS will record all training carried out through People Development, Finance, ICT etc.	From Jan 07 the new HRS will record all training carried out through People Development, Finance, ICT etc.	From Jan 07 the new HRS will record all training carried out through People Development, Finance, ICT etc.
Results of performance appraisals	Currently can report on who has <i>had</i> an appraisal. Will transfer to the new HRS.  <b>Action:</b> HRu to clarify how data monitoring is included in PDR review.  <b>By when:</b> Approx after Apr 07.	Currently can report on who has <i>had</i> an appraisal. Will transfer to the new HRS.  <b>Action:</b> HRu to clarify how data monitoring is included in PDR review.  <b>By when:</b> Approx after Apr 07.	Currently can report on who has <i>had</i> an appraisal. Will transfer to the new HRS.  <b>Action:</b> HRu to clarify how data monitoring is included in PDR review.  <b>By when:</b> Approx after Apr 07.
Staff who benefit or suffer detriment from performance assessment	<b>Action:</b> 1) HR to collect the data on pay bonuses awarded in a spreadsheet until it is possible to include in the new HRS.  2) SS to create a user defined field in the HRS for this data.	<b>Action:</b> 1) HR to collect the data on pay bonuses awarded in a spreadsheet until it is possible to include in the new HRS.  2) SS to create a user defined field in the HRS for this data.	<b>Action:</b> 1) HR to collect the data on pay bonuses awarded in a spreadsheet until it is possible to include in the new HRS.  2) SS to create a user defined field in the HRS for this data.
Grievances and disciplinary action, including the results, and tribunal decisions involving claims of discrimination or harassment	<b>Action:</b> 1) JD will decide on the most appropriate way to record this confidential information.	<b>Action:</b> 1) JD will decide on the most appropriate way to record this confidential information.	<b>Action:</b> 1) JD will decide on the most appropriate way to record this confidential information.
Terminations of contract (for whatever reason)	Can currently run a leavers report against a wide range of reasons for leaving. The new HRS will retain this capacity.	Can currently run a leavers report against a wide range of reasons for leaving. The new HRS will retain this capacity.	Can currently run a leavers report against a wide range of reasons for leaving. The new HRS will retain this capacity.
Flexible working	The new HRS can report on this.  <b>By when:</b> April 07 at the latest.	The new HRS can report on this.  <b>By when:</b> April 07 at the latest.	The new HRS can report on this.  <b>By when:</b> April 07 at the latest.
Part-time working	The new HRS can report on this.  <b>By when:</b> April 07 at the latest.	The new HRS can report on this.  <b>By when:</b> April 07 at the latest.	The new HRS can report on this.  <b>By when:</b> April 07 at the latest.

<p>Leave for parents and carers</p>	<p>The new HRS can report on this.</p> <p><b>Action:</b> 1) This will need to be incorporated in the Absence module. There have been no plans to record any absence unless it was unpaid. SS to check with Simon Nicholson.</p> <p><b>By when:</b> April 07 at the latest.</p>	<p>The new HRS can report on this.</p> <p><b>Action:</b> 1) This will need to be incorporated in the Absence module. There have been no plans to record any absence unless it was unpaid. SS to check with Simon Nicholson.</p> <p><b>By when:</b> April 07 at the latest.</p>	<p>The new HRS can report on this.</p> <p><b>Action:</b> 1) This will need to be incorporated in the Absence module. There have been no plans to record any absence unless it was unpaid. SS to check with Simon Nicholson.</p> <p><b>By when:</b> April 07 at the latest.</p>
<p>Equal pay</p>	<p>The new HRS can report on this.</p> <p><b>Action:</b> 1) This will need to be defined, although a report that should be able to cover this has already been created.</p> <p><b>By when:</b> April 07 at the latest.</p>	<p>The new HRS can report on this.</p> <p><b>By when:</b> April 07 at the latest</p>	<p>The new HRS can report on this.</p> <p><b>By when:</b> April 07 at the latest</p>
<p>Other</p>			<p>Transgender staff.</p> <p><b>Action:</b> 1) Monitor independent counselling service CareFirst for indications of discrimination issues.</p> <p>2) Review appropriate use of a Staff Survey or third party survey to check for bullying and harassment, effective implementation of policies and issues for consideration under employer's duty of care.</p>

## APPENDIX 2 ACCESSIBLE VERSION

### ACTION ENGLISH HERITAGE IS PLANNING ON EQUALITIES MONITORING OF STAFF STATISTICS

- 1) The data which we collect and publish will be anonymised. Data is used to improve policies, practices and procedures generally. Staff will always be told this when asked to self-identify.
- 2) We aim that all data collected should be capable of cross-referencing.
- 3) Sexual Orientation and Religion & Belief  
We are not obliged to and do not wish to gather monitoring data on Sexual Orientation or Religion & Belief in the same way. However, there are two actions that we will carry out to watch for harassment or discrimination:
  - 1) Monitor independent counselling service CareFirst for indications of discrimination issues.
  - 2) Review appropriate use of Staff Survey or third party survey to check for bullying and harassment, effective implementation of policies and issues for consideration under employer's duty of care.
- 4) Age  
We are not obliged to gather monitoring data about age. However, this information could be useful, so we will be considering the appropriateness of gathering information relating to training, recruitment and promotion alongside our work on race, gender and disability.
- 5) We aim to collect the following data for race, gender and disability equality. Some of the data will only become available when our new Human Resources software is fully installed in 2007:
  - Applications for jobs
  - Success rates at each stage of the process
  - Distribution of workers in the organisation, by type of job, location and grade

- Applications for promotion, transfer and training, and success rates in each
- Staff receiving training
- Results of performance appraisals
- Staff who benefit or suffer detriment from performance assessment
- Grievances and disciplinary action
- Terminations of contract (for whatever reason)
- Flexible working
- Part-time working
- Leave for parents and carers
- Equal pay