

INCLUSION CONSULTANT BRIEF

MAIN CONTACT:	Wendy Gallagher	E-MAIL:	wendy.gallagher@manchester.ac.uk
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1. TIMELINE & FEE

Brief issued on: Mon 8 August 2022

Responses by: Wed 31 August 2022

Shortlisted candidate meetings: Week commencing Mon 12 September

Appointed by: Fri 16 September 2022

Fee: £8000

2. INTRODUCTION

The University of Manchester's Manchester Museum is seeking to engage with an Inclusion Consultant/Specialist who will support us in coordinating our current offer and developing a methodology for assessing and prioritising future work.

The museum is currently in the middle of an ambitious transformation project, called '[hello future](#)', driven by our core values of **imagination, inclusion and care**. This includes new galleries and spaces, programmes, and visitor facilities, including Changing Places and Prayer Space.

We understand there are people who may feel excluded from the museum for a huge range of social/political/environmental and economic reasons. We embrace the [social model of disability](#) and hope to build on this model in all our work.

We have worked to remove potential barriers for people engaging with our building and collections in response to the diverse needs of our visitors. We have drawn on the skills and passion of our staff with support and guidance from partner organisations and volunteers. We are proud of the work we have done but are also aware of how much there is to do. We want to know how we can most efficiently and effectively direct our time and resources to have the greatest impact in making all people feel welcome and able to enjoy an equitable experience.

3. ABOUT MANCHESTER MUSEUM

Manchester Museum, part of The University of Manchester, first opened in 1890 and it is the largest university museum in the UK. The beautiful Grade II listed building, designed by renowned architect Alfred Waterhouse, is home to around 4.5 million objects.

February 2023 will mark a huge moment in Manchester Museum's rich history as we transform into a new museum that is fit for the 21st century. hello future is the name given to this once-in-a-generation, £15 million transformation and it is about much more than extending our buildings footprint. We are committed to building better understanding, compassion and empathy, and foregrounding inclusive narratives and new perspectives.

When we reopen, we will showcase from across our historic and diverse collections, as well as addressing the urgencies of the present day.

We have a long history of working with individuals and groups to ensure our programmes and facilities are accessible to all, and to making changes and developing programmes and offers in response to our visitor's needs.

4. OUR PRINCIPLES

1. **Physical & Psychological Access** The museum is committed to the widest possible access to collections, building and spaces. Public spaces should create an inclusive environment that recognises and accommodates differences in the way people use the built environment. This also includes marketing and communications materials, ensuring that there are not psychological or physical barriers to understanding information.
2. **Cultural & Intellectual Access** The museum understands the importance of making collections relevant and accessible to people from all different cultural backgrounds and abilities. Interpretation is delivered in a variety of ways to ensure stories and objects can be enjoyed on a range of levels. This should be reflected in role profiles and recruitment strategies.
3. **Sensory Access** The museum recognises the benefits of a multisensory experience, particularly for those with disabilities and their carers. Multisensory interpretation and tactile activities have been developed in recent years, with many more opportunities to introduce a wider range of programmes and offers in both indoors and outdoor spaces.
4. **Digital & Technology Access** The museum understands the disparities in knowledge and ability of using digital and information technology among individuals with different demographics, socioeconomic backgrounds, and digital and information technology experience and competencies, always providing non-digital access to all.
5. **Economic Access** The museum understands that some people may not be able to afford transport to visit, attend paid events or purchase items from the shop or cafe. This includes maintaining a range of price points and optional donation programmes.
6. **Listen & Learn** Public Surveys, Visitor Evaluation & Feedback are collected and shared through multiple mediums such as Audience Finder, Quality Metrics, written (comments cards, letters emails) and conversations with Visitor Teams. We give voice and learn from people with lived experience.

5. OUR PROGRAMMES & PRIORITIES

Schools

Learning has always been part of our mission and we have always sought to use the collections as a source of curiosity and imagination. Drawing from cutting edge research and encounters with ‘the real thing’ we seek to explore and create new narratives and ideas about our place in the world. We are committed to providing authentic, object-rich experiences on and off site as well as supporting teachers to embed culture and heritage as an entitlement for all pupils and students. Through our formal schools programming and supported visits we reach a broad and diverse range of children and young people from across the city and GM who may otherwise not engage with us.

Age Friendly Museum

Manchester is a WHO Age Friendly City and the Museum is fully committed and a sector leader in age friendly work helping to shaping policy and contributing to the development of guidelines. We are home to a new national “Creative Ageing Development Agency” (CADA). Supported by GM Ageing Hub and UoM MICRA, the CADA will profile and share expertise and practice in relation to age friendly culture, international partnerships and seek to influence sector thinking and policy around the value of culture to active ageing and generational cohesion. It is important to us that our programmes, volunteers and workforce reflect our commitment to this work. The Museum will be the UK’s first Age Friendly and Dementia Friendly Museum, when we reopen in 2022.

Autism Friendly – The Museum of Calm

The museum offers inclusive support for visitors of all ages for whom the noisy and busy conditions in the Museum are not conducive to engagement – rather than limiting our work to early openings, we are developing ways that empower visitors to make their own choices about how and when to use the Museum. By identifying, creating and promoting the appropriate conditions for engagement and promoting quiet museum time for those who need or prefer a calm museum experience, we will use sensory maps as a method for communicating this information to visitors.

SEN Learning Programmes – Neurodiversity

The Museum works with neurodiverse groups through our SEN programmes and our partnership with specialist education provider Pinc College and Venture Arts Cultural Enrichment Programme. Each group has their own access needs

Our Shared Cultural Heritage (OSCH) – A youth-led programme exploring the shared cultures and histories of the UK and South Asia, managed by the British Council in partnership with Glasgow Life, Manchester Museum and UK Youth. OSCH experiments with new ways for museums and heritage organisations to work better for young people, with a focus is on working with young people from the South Asian diaspora in the UK and with young people in India, Pakistan and Bangladesh.

Visual impairment – Public interpretation, signage and digital content complies and where appropriate to meet and exceed [RNIB](#) standards

Languages – In partnership with Multilingual Manchester, the museum will offer multilingual design and interpretation, volunteer opportunities and language tours led by the Visitor team and workshops that will make Manchester Museum the UK’s first major cultural institution to embrace language diversity, including BSL a recognised language in it’s own right.

Physical Access – All public and staff areas fully accessible via lifts and/or ramps to allow full access for additional mobility needs, including age friendly regular rest points.

Inclusive Care – We engage with Young Carers and Care leavers through Manchester Carers Forum and I-thrive support for young people 18-25 through Children and Adult mental health services. We have programmes to support people living with Dementia.

Health – We have a long standing relationship with Lime Arts, working with professional services /NHS, Head forward Adult Brain Trauma recovery as well as supporting organisations who work with Addiction, rehabilitation, hospital schools, mental health recovery programmes.

Social Justice – Within the museum, we have a regularly meeting group of peers focused on assessing and driving our work relating to social justice, including anti-racism, anti-ageism, pro-LGBTQ+ and anti-ableism practices. Topics and actions include internal processes and systems across museum outputs, such as recruitment, retainment and compensating coproducers to name a few.

Environmental Action – Another internal group focuses on environmental action, responsibility and accountability of the museum. This includes reworking staff travel approval processes, programmes in the museum, monitoring our impact, and fostering staff ecological thinking and solutions.

Collections in Care Homes – Through the museums culture health and wellbeing programme we have developed activities such as ‘All kinds of Everything’ programme to engage people in creative activities using museum collections who are unable to visit the museum in person.

Refugees – Manchester Museum is recognised as a Museum of Sanctuary and works with Manchester City of sanctuary, Rainbow haven and Refugee Action to provide programmes that are inclusive to newly arrived families and through festivals such as Journeys Festival we have worked with refugee artists to showcase their practice and creativity.

LGBTQ+ – We believe that museums should be safe and welcoming spaces for everyone. We have activities and resources available from talk and tours to programmes for LGBTQ+ History month and we endeavour to embed diversity into all our work, programmes and decision making processes.

The Top Floor: where we do things differently

The Top Floor will be a space for people to come together to learn, share ideas, build community and make plans. You’ll find education groups, charities, artists, writers, social enterprises, museum staff and students co-working and collaborating here, with a shared commitment to social and environmental justice. It will include a teaching studio, greenhouse, therapy room, pop-up exhibition and events space and co-working hub.

Top floor partners -

Invisible Cities – our partner organisation working with people who have lived experience of homelessness who can offer their personal insight into the city.

i-Thrive Programme – it aims to improve outcomes for children and young people’s mental health and wellbeing. GM i-THRIVE team work with each of Greater Manchester’s 10 Local Transformation Partnerships (LTPs) and the GM Future in Mind Implementation Group to enable the delivery of the Greater Manchester Children and Young People’s Mental Health Transformation Programme.

Pinc college (as above) and **Rekindle** a supplementary school for young people at risk of exclusion.

6. STANDARDS WE HAVE COMMITTED TO

[Family Arts – Age Friendly Standards](#)

[Family Arts Standards](#)

[Kids in Museums Manifesto](#)

[Museum of Sanctuary](#)

[Diverse Curriculum Charter](#)

7. YOUR RESPONSIBILITIES

The appointed consultant(s) will work with University of Manchester staff, Manchester Museum staff, students, specialist user groups and partner organisations to produce the following documents:

Mapped Inclusion Offer

- A fully mapped and clearly communicated programme of offers for visitors who may have previously felt excluded from museum or heritage settings.

Operational Action Plan

- An ambitious but realistic plan utilising SMART goals or equivalent action based, measurable targets covering 3- and 5-years following opening.

Assessment Methodology

- We need to be able to assess and prioritise work in line with our visitor and staff needs, ambition, aspirations, budget and capacity, so we can strategically plan the huge amount of work which needs doing to continue removing barriers to accessing the museum in all capacities.

8. WHO WE WANT TO WORK WITH

- Your primary area of expertise relates to inclusion and inclusive practice
- You have experience working within the cultural sector
- You have experience in producing actions based plans, or similar advisory documents for large organisations
- You have experience of working with multiple stakeholders to produce operational and strategic plans (or similar advisory documents)
- You are ready to enthusiastically engage with additional experts to deliver a dynamic plan, covering the diverse aspects of Inclusion
- You have experience engaging with public buildings/organisations
- You aspire to best practice over legal requirements

9. ACTIONS & NEXT STEPS

To respond to this brief, individuals and agencies are required to submit the following by e-mail to wendy.gallagher@manchester.ac.uk:

- Costed project proposal including detailed timeline from engagement to delivery of the outlined documents (we would expect this to complete January 2023)
- Portfolio that includes relevant examples of other inclusion strategies/projects delivered by the applicant

Shortlisted applicants will then be invited to further discuss their proposals in a virtual meeting with a small team from Manchester Museum.