



Invitation to Tender (ITT)

Aircraft Carrier Experience Upgrade

Fleet Air Arm Museum

The National Museum of the Royal Navy

RNAS Yeovilton

Ilchester

BA22 8HT

Annex A9: Carrier EQIA.

First Issued: August 2021.



Contents

Page No.

Annex Reference

Annex A1 – Schedule of Works .

Annex A2 – Exhibition Brief.

Annex A3 – Interpretation Strategy.

Annex A4 – Current Carrier Feedback.

Annex A5 – Floor Plans.

Annex A6 – Visual Record.

Annex A7 – FAAM Narrative.

Annex A8 – NMRN Narrative.

Annex A9 – Carrier EQIA.

3

Annex A10 – Example terms and conditions of contract.

National Museum of the Royal Navy Equity Analysis Screening Assessment Template

Process or Policy being assessed	Carrier	Date	May 2021
Completed by: Marc Farrance		Signed	

Protected Characteristic	Who are we excluding? Positive, negative or unclear impact	How are we excluding them? Identified barriers and impacts.	How can negative impacts/barriers be removed or minimised?
Age	Older Visitors with decreased mobility, hearing and partially sighted	<p>Access to the initial Helicopter ride has a vibrating floor, part of the experience but possibly a barrier to some. The entrance alcove itself is dark and not well lit (Hall Two).</p> <p>Wheelchairs currently available and can be pre-booked.</p> <p>Insufficient opportunities to take a break (seats?)</p> <p>Temperature. Halls are often very cold. Less inclined to visit in winter.</p> <p>Evacuations can be challenging if users don't understand instructions – feeling of safety – or feeling</p>	<p>Better Lighting and Orientation needed in Hall Two arrival alcove. Alternative entrance to heli ride in place but could be highlighted more prominently.</p> <p>Consider Nosing's or Colour Highlights on Step and Stair Areas – aids blind and partially sighted.</p> <p>A new 360 tour will highlight some physical access issues as part of improvements to the website, building confidence amongst audiences. Add User Testing to test 360 accessibility.</p>

		<p>unsafe. This is particularly prominent in the Island.</p> <p>A lot of competing noises, particularly on busy days.</p> <p>Poor visibility in some areas, and a lot of text boards with some quite small text on.</p> <p>Some areas and galleries inaccessible to those with mobility issues.</p>	<p>Better promotion of wheelchair availability. Eventual move to scooters? Challenge in Island.</p> <p>Installation of directional speakers, headphones or movement sensors where possible on videos.</p> <p>Noise cancelling/dampening measures within hall.</p> <p>Carrier Upgrade and related displays to consider alternatives to text boards.</p>
Age	Under 5's. I'd possibly extend this to Under 10's?	<p>Lack of appropriate incentives and interventions to attract parents.</p> <p>Some interpretation is not engaging for younger audiences.</p> <p>Lack of appropriate access physically at child level. For example, 'child friendly' interpretation is in some areas at adult height.</p>	<p>Installation of Appropriate Exhibits.</p> <p>Better design and promotion of changing facilities.</p>
Disability (a person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities)	Those Visitors with decreased mobility and / or physical access restrictions.	<p>Access to the initial Helicopter ride has a vibrating floor, part of the experience but possibly a barrier to some. The entrance alcove itself is dark and not well lit (Hall Two).</p>	<p>More visual aids and external advocacy could help get both the access limitations, but aid provisions highlighted in the correct way.</p> <p>Survey local audiences and gauge ideas and suggestions. Look for</p>

		<p>Stairs to island a barrier but a lift is installed. Signage from lift is functional but route very disjointed for wheelchair users.</p> <p>Some experiences and gallery areas may be inaccessible to those with an impairment.</p> <p>Visitor Journey for those with additional needs not always highlighted online or in physical sense.</p> <p>Evacuations can be challenging if users don't understand instructions – feeling of safety – or feeling unsafe. This is particularly prominent in the Island.</p> <p>Lack of awareness generally from staff and volunteers with regards to supporting and responding to certain disabilities.</p>	<p>partner organisations and develop a community advocacy campaign. Develop 'User' Testing.</p> <p>A new 360 tour will highlight some physical access issues as part of improvements to the website, building confidence amongst audiences. Add User Testing to test 360 accessibility.</p> <p>Training for staff and volunteers around access issues.</p>
Disability (a person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities)	Those who are deaf and hard of hearing.	The Museum's website and social media channels are not designed with key users in mind. Video does not have any subtitles etc. No sign language.	Research and develop staff training programs to deepen and extend understanding of access issues and the wide range of audience perceptions.

		<p>FAAM has very little interpretation or additional aids to enhance a visit for those who are deaf and hard of hearing. Some interactives do have a built-in induction loop but not all. And these are not tested/maintained.</p> <p>FAAM has Induction Loops available as part of Ticketing / POS positions. Some interactives have been fitted with loops but these are sporadic. Carrier has no Induction Loops not even at the entrance alcove.</p> <p>Some experiences and gallery areas may be inaccessible to those with an impairment.</p> <p>Visitor Journey for those with additional needs not always highlighted online or in physical sense.</p> <p>Evacuations can be challenging if users don't understand instructions – feeling of safety – or feeling unsafe. This is particularly prominent in the Island.</p> <p>Lack of awareness generally from staff and volunteers with regards to</p>	<p>Survey local audiences and gauge ideas and suggestions. Look for partner organisations and develop a community advocacy campaign. Develop 'User' Testing.</p> <p>Consider adding subtitles or signing to new interactives and videos. Possible use of local induction loops for key messaging? Arrival Alcove?</p> <p>Training for staff and volunteers around access issues.</p>
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		supporting and responding to certain disabilities.	
Disability (a person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities)	Those who are blind and partially sighted-	<p>FAAM has very little interpretation or additional aids to enhance a visit for those who are blind and partially sighted.</p> <p>Some experiences and gallery areas may be inaccessible to those with an impairment. Stairs (island) can also be a challenge.</p> <p>The entrance alcove and flight deck are dark, the latter adds to the carrier immersive experience but is a barrier to some.</p> <p>Visitor Journey for those with additional needs not always highlighted online or in physical sense.</p> <p>Evacuations can be challenging if users don't understand instructions – feeling of safety – or feeling unsafe. This is particularly prominent in the Island.</p>	<p>Research and develop staff training programs to deepen and extend understanding of access issues and the wide range of audience perceptions.</p> <p>Conduct an accessibility audit and establish a timeline for new initiatives that better accommodate all audiences and that reflect best practices in the field</p> <p>Survey local audiences and gauge ideas and suggestions. Look for partner organisations and develop a community advocacy campaign. Develop 'User' Testing.</p> <p>Consider Nosing's or Colour Highlights on Step and Stair Area's – aids blind and partially sighted.</p> <p>Audio tour guides, interactive applications?</p>

		<p>Lack of awareness generally from staff and volunteers with regards to supporting and responding to certain disabilities.</p>	<p>Handling tables and volunteer training will be launched in mid-2021 to benefit this audience separate to upgrade.</p> <p>Training for staff and volunteers around access issues.</p>
<p>Disability (a person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities)</p>	<p>Those who are neuro diverse or have a mental health concern.</p>	<p>The Museum's website and social media channels are not designed with key users in mind.</p> <p>Ear Defenders are available but only through purchase via the shop.</p> <p>Audiences may suffer from the fact that some gallery areas include lots of loud noise and effects such as strobe lighting. The flight deck and experience chamber are good examples of this.</p> <p>Visitor Journey for those with additional needs not always highlighted online or in physical sense. A key example is the noises and strobe lighting, not always clear.</p>	<p>Research and develop staff training programs to deepen and extend understanding of access issues and the wide range of audience perceptions.</p> <p>Training for staff on a variety of conditions such as dementia – promotion of specialist tours and promotion of these facilities.</p> <p>'Easy Read' audio documents could be used to add access in prominent display areas.</p> <p>Training for staff and volunteers around access issues.</p> <p>Possible use of an alternative 'quiet space' or some galleries whereby noise and dramatic interventions are</p>

		<p>Evacuations can be challenging if users don't understand instructions – feeling of safety – or feeling unsafe. This is particularly prominent in the Island.</p> <p>No 'quiet/non-immersive route' to avoid the experience and get to Hall 4, without completely retracing your steps around the museum.</p> <p>Lack of awareness generally from staff and volunteers with regards to supporting and responding to certain disabilities.</p>	<p>kept to a minimum, offer a space for reflection but also to mitigate tension or anxiety.</p>
Gender reassignment (a transsexual person is someone who proposes to, starts or has completed a process to change his or her gender)	The trans community, those who are undertaking or have completed gender reassignment.	<p>A lack of training on trans issues may lead to a perception we have little dignity or respect for these visitors.</p> <p>Current storytelling does not link to prominent members of the trans community or trans involvement in the subject matter.</p>	<p>Present galleries and programs that connect to current events and issues that impact people's lives in order to broaden the museum's reach and relevance. Is there a story we can tell that allows trans engagement?</p> <p>Work with key RN colleagues to gauge current diversity in RN and how this is benefitting recruitment and current progression.</p>

			<p>Research and develop staff training programs to deepen and extend understanding of trans behaviour and requirements.</p> <p>Survey local audiences and gauge ideas and suggestions. Look for partner organisations and develop a community advocacy campaign.</p>
Pregnancy and maternity	Those who are pregnant, pre- or post-natal.	<p>Footprint is large, tiresome and potentially off-putting.</p> <p>Busy and Loud Environment.</p> <p>Some of the Museum footprint requires lots of walking, steps and stairs. (Island especially).</p> <p>The Museum does have use of a first aid room for a clean area and privacy if needed.</p>	<p>The Museum could look to provide more seating areas and publish overall facilities much prominently on the website and social channels.</p> <p>Programming Events for Mother and Toddler – Young Families.</p> <p>Would benefit from a designated changing space. Baby Changing facilities currently in disabled toilets.</p> <p>Possible use of an alternative ‘quiet space’ or some galleries whereby noise and dramatic interventions are kept to a minimum, offer a space for reflection but also to mitigate tension or anxiety.</p>

Race	Those within ethnic minorities and international communities.	<p>A lack of training on current issues may lead to a perception we have little dignity or respect for these visitors.</p> <p>Current storytelling does not link to prominent members of ethnic groups but does clearly acknowledge the role of various people in the subject matter.</p> <p>Staff and volunteer pool almost exclusively white but is made up of those from within Europe who speak different languages. This may not reflect the national demographic but is more consistent locally.</p> <p>Language a possible barrier for some, although FAAM receives very few international visitors.</p>	<p>Present galleries and programs that connect to current events and issues that impact people's lives in order to broaden the museum's reach and relevance. Is there a story we can tell that allows trans engagement?</p> <p>Work with key RN colleagues to gauge current diversity in RN and how this is benefitting recruitment and current progression.</p> <p>Work with key RN colleagues to gauge current diversity in RN and how this is benefitting recruitment and current progression.</p> <p>Reflect different ethnicities in galleries? Images/mannequins etc. Resources available in other languages.</p> <p>Survey local audiences and gauge ideas and suggestions. Look for partner organisations and develop a community advocacy campaign.</p>
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Religion or belief (religion includes any religion with a clear structure and belief system. Belief means any religious or philosophical belief. The Act also covers lack of religion or belief)	Those within various religious communities.	<p>A lack of training on current trends may lead to a perception we have little dignity or respect for these visitors.</p> <p>Lack of a quiet space and place to for prayer / reflection may be off-putting depending upon some religious obligations.</p>	<p>Local research and advocacy groups. Timing of programming events steered away from key prayer times or scheduled away from religious holidays.</p> <p>Possible collaboration with St Barts – FAA Memorial Church. We certainly need to reference this if we can in some way.</p>
Sexual orientation	Those within the LGBT community.	<p>A lack of training on LGBT issues may lead to a perception we have little dignity or respect for these visitors.</p> <p>Current storytelling does not link to prominent members of the LGBT community or LGBT involvement in the subject matter.</p>	<p>Present galleries and programs that connect to current events and issues that impact people's lives in order to broaden the museum's reach and relevance. Is there a story we can tell that allows trans engagement?</p> <p>Work with key RN colleagues to gauge current diversity in RN and how this is benefitting recruitment and current progression.</p> <p>Survey local audiences and gauge ideas and suggestions. Look for partner organisations and develop a community advocacy campaign.</p>