



Introduction

Shetland Amenity Trust is a not-for-profit charitable trust with a core priority to safeguard, enhance and promote Shetland's historical, cultural and natural heritage, promoting access to it whether physical or intellectual.

Strategic Framework

The SAT Access Policy is one of a number of policies that support delivery of the Strategic Plan and associated Corporate Plans. The Shetland Amenity Trust Strategic Plan 2019 – 2024 identifies the mission of the Trust as:

“to safeguard and promote Shetland’s heritage ensuring it is accessible and enjoyed by all.”

Access Policy Statement

Shetland Amenity Trust (SAT) is committed to the principle of delivering as full and equal access as practicable to our services, including:

- collections
- buildings
- outdoor areas
- Lifelong Learning
- events and activities
- digital resources
- communications

We recognise that the needs of staff, trustees, volunteers, and customers are diverse, and will endeavour to accommodate, plan for, and enable access irrespective of physical, sensory, emotional, intellectual, cultural, attitudinal and financial needs.

Diversity and access are key considerations in the recruitment and support of our workforce and volunteers.

Our Approach to Accessibility

In aiming to make Shetland's heritage accessible to all, we recognise that accessibility and the barriers to it are very personal and unique to every individual. We strive to be flexible in our approach, responsive to individual needs and as inclusive as we can be in supporting individuals to identify and overcome any barriers they encounter or perceive.

To continuously work to improve accessibility, we must:

- keep abreast of the latest developments and best practice;
- seek advice and collaboration with partners and expert organisations;
- seek feedback and learn from the experiences of our audience; and
- review and adapt our services.

SAT Access Plan

Access Type	Aspiration	Action
All	Delivering access for all is core to SAT's service provision.	<ol style="list-style-type: none"> 1. Establish an 'Access for All Group', including staff, trustees and others as appropriate, tasked with overseeing, reviewing, updating, advising on and championing delivery of the Access Policy and Plan. 2. Produce a detailed project plan to identify the scope, process, resources, risks, timescales and budgetary requirements of delivery. 3. Implementation, monitoring and review of the SAT <u>Equality, Diversity and Inclusion Policy</u>.
Physical, Sensory and Intellectual Access	All customers are welcome to access information and collections for research, learning and enjoyment. Where areas are not accessible to an individual, appropriate effort is made to bring the information/item to a location in which it can be accessed, except where it may have a detrimental impact on the artefact or collection.	<ol style="list-style-type: none"> 4. Review previous access audits for key sites in collaboration with Disability Shetland and AccessAble with a commitment to an annual review, refresh and update. 5. Develop accessibility statements and guides for key visitor attractions and accommodation using the VisitScotland <u>https://www.accessibilityguides.org/</u> and promotion through <u>https://www.euansguide.com/</u>. 6. Investigate opportunities of the <u>https://www.neatebox.com/</u> app. 7. Develop accessibility and diversity statements for key events, programmes, and activities. 8. Review siteplans and descriptions available on SAT websites for Shetland Museum and Archives and Sumburgh Head. Develop similar information as appropriate for Garthspool and Shetland Museum and Archives offices, Museum Store, Crofthouse Museum, Old Scatness, Viking Haroldswick, and self-catering accommodation. 9. Ensure sites, car parking and toilets at Sumburgh Head and Shetland Museum and Archives are wheelchair accessible. 10. Provide walking-stick folding stools at Shetland Museum and Archives and Old Scatness. Provide benches and areas for social interaction at sites. 11. Ensure Lifelong Learning and Outreach tailors and delivers programmes for key groups. 12. Review corporate guidelines and templates for printed and online material to ensure appropriate font, size, contrast and plain English approach. 13. Provide appropriate access training and development for staff, including dementia -friendly and first aid training. Investigate Mental Health first aid training and further training in the needs of visually- or hearing- impaired individuals. 14. Ensure sites are suitable for breastfeeding mothers. 15. Ensure Assistance Dogs are welcome. 16. Obtain Dementia-friendly accreditation for Shetland Museum & Archives 17. Review, develop and rationalise SAT's websites to present information in a clear and interactive way.

Access Type	Aspiration	Action
Cultural and social access	<p>Sites, exhibitions and galleries interpret the stories of Shetland’s natural and cultural heritage for local and international audiences. Feedback is sought to inform future activity.</p>	<p>18. Complete a strategic review of the Shetland Museum and Archives to consider our future approach. 19. Develop information and written or audio guides in languages other than English. 20. Continue to offer temporary exhibitions at Shetland Museum and Archives designed to enable Shetland residents and visitors to engage with cultural experiences that take them beyond the boundaries of Shetland. 21. Increase the diversity and demographic of staff and volunteers, growing the next generation of heritage enthusiasts and experts and ensuring effective succession planning. 22. Publicise the diversity and equality statements developed for SAT and for key events and ensure they are followed.</p>
Financial access	<p>Access to Shetland Museum and Archives and family-friendly, dementia- friendly, school group and community outreach events are provided at no charge.</p> <p>Access and use of facilities are provided at a small charge towards running costs at sites such as at Sumburgh Head, the Crofthouse Museum and Old Scatness, with discounted rates such as heritage season tickets to encourage engagement.</p>	<p>23. Work with the Shetland Partnership to look at opportunities to enable and encourage more disadvantaged groups to access SAT sites.</p>

Access Type	Aspiration	Action
Virtual Access	<p>Information about Shetland's heritage and ensure is presented online effectively, clearly and at no charge, including:</p> <ul style="list-style-type: none"> • Shetland Museum and Archives' online searchable catalogue and photo archive (currently available) and, • the Placenames database, Biological Records database and Scheduled Monument Record and Museum collections. 	<p>24. Review and develop websites to rationalise information about Shetland's heritage and ensure it is presented effectively and clearly.</p> <p>25. Develop and implement a project to enable the public to access information on the databases.</p>