

Glasgow Life

Access and Inclusion

At Glasgow life we want all of our venues and services to provide a safe and welcoming environment for everyone. All people in Glasgow should be able to enjoy and realise the benefits of culture, sport and learning and we are working hard to make our facilities and services more accessible through both physical and cultural adaptations.

As a responsive charity we continue to review and modify our inclusive policies and practices in accordance with customer feedback, societal and legislative changes.

As part of our commitment to human rights and equality, we will continue to work with our customers, our staff, equality groups, and organisations who represent the needs of the communities in Glasgow to continually improve our practice.

Our inclusive values are demonstrated through our service provision. You will see this is reflected in our programming, exhibitions, museum collections, buildings, and commitment to promoting dialogue and critical thinking around contemporary issues in society.

Customers can expect to find:

Inclusive Facilities

While not all of our venues have all of the provision noted below, many will have some elements or all of it. Also, when the opportunity arises in new and refurbished venues, we aim to build in inclusive design where possible.

These include:

Male, female and gender neutral toilets and changing rooms allowing for everyone's privacy and other needs to be acknowledged and met

Accessible and Changing Places toilets

Baby changing facilities

Lifts in buildings of more than one storey

Ramps at entrances where level access is not available

Specially adapted equipment e.g. hoists in swimming pools

Dementia – friendly signage

Assistive technology

The Resource Unit for Visually Impaired People (RUVI) - which offers a range of specialist technologies for people with visual impairments

ZOOM software (magnifier/reader) for low vision readers in community libraries

Welcome videos in British Sign Language (BSL)

Browsealoud translation on our website - allowing people to translate information into many languages

Automatic doors and power assistance added to main entrance doors

Library self-service kiosks which are programmed in many languages

Inclusive programming and service provision

Some current examples of this include:

Dementia –friendly music concerts

Disability Sports programme

Autism –friendly sessions

Programmes for every age group from very young children up to sessions for older adults

Co-production with community groups of exhibitions in relation to migration in the city

Celebration of the diverse cultures of our city e.g. the Glasgow MELA event and themed activities such as family art sessions based on celebrating Chinese New Year

You can read our Equality, Diversity and Inclusion Policy here:

<http://glasgowlife.org.uk/equalitypolicy>

We are currently in the process of developing an Action Plan that will support our Equality, Diversity and Inclusion Policy.