



Equality Impact Assessment: RAMM Forward Plan 2026-2029

The Equality Act 2010 includes a general duty which requires public authorities, in the exercise of their functions, to have due regard to the need to:

- **Eliminate discrimination**, harassment and victimisation and any other conduct that is prohibited by or under the Act.
- **Advance equality of opportunity** between people who share a relevant protected characteristic and people who do not share it.
- **Foster good relations** between people who share a relevant protected characteristic and those who do not

In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

Authorities which fail to carry out equality impact assessments risk making poor and unfair decisions which may discriminate against particular groups and worsen inequality.

Committee name and date:	Report Title	Decisions being recommended:	People with protected characteristics potentially impacted by the decisions to be made:
Executive Committee 16 December 2025	RAMM Forward Plan 2026-29	That Executive recommend Council approval of the Forward Plan for the Royal Memorial Museum and Art Gallery for the period 2026 to 2029.	age disability gender reassignment marriage and civil partnership pregnancy and maternity race religion or belief sex sexual orientation

Factors to consider in the assessment: For each of the groups below, an assessment has been made on whether the proposed decision will have a **positive, negative or neutral impact**. This must be noted in the table below alongside brief details of why this conclusion has been reached and notes of any mitigation proposed. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact – some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
Age	Positive		<p>The breakdown of RAMM's visitors are as follows:</p> <p>Age 19 – 8% - 15,520 people (based on 194K visitors)</p> <p>20-29 – 17% - 34,980 people</p> <p>30-39 – 10.5% - 20,370 people</p> <p>40-49 – 13.3% - 25,802 people</p> <p>50-59 – 13% - 25,220 people</p> <p>60-69 – 20% - 38,800 people</p> <p>70+ – 17% - 32,980</p> <p>The plan sets out RAMM's aim to be welcoming to everyone whatever their background. As an Arts Council England National Portfolio Organisation (NPO) RAMM must show how it contributes to the investment principles set out in ACE's Let's Create Strategy 2020-30. At the heart of ACE's Inclusivity & Relevance Principle is a commitment to achieving greater fairness, access and opportunity across the cultural sector, ensuring that England's diversity is fully reflected in the organisations and individuals that ACE supports and in the culture they produce. RAMM must demonstrate the Inclusivity & Relevance principle in the work it produces, both building a relationship with its communities, and demonstrating how its work is</p>

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
			<p>accessible and relevant to those communities. ACE requires NPOs, like RAMM, to agree targets for how their governance, leadership, employees, participants, audiences, and the work they make reflects the communities in which they work. These targets cover both protected characteristics and socio-economic background.</p> <p>The museum's Audience Development Plan and the museum's access statement, which both feed into the Forward Plan, set out how the museum will deliver on these commitments. The museum regularly carries out research into accessibility needs and this research is used to develop an access plan, which looks at how to remove barriers to engagement with the museum, based on the nine protected characteristics.</p> <p>RAMM actively collects data to ensure its audiences are representative of the local population. Its demographics report, which informs this plan, contains detailed information of the demographic profile of visitors to the museum, feedback from visitors in visitor surveys, feedback from schools, participants in events and community engagement projects all feed. We know there are barriers to accessing our museum and displays and we actively seek to address them. We listen to people and change our practices accordingly, working with local people and communities to ensure that they feel represented and therefore supported and encouraged to visit or engage with the museum.</p> <p>Since 2020 RAMM has received numerous awards and accolades relating to the accessibility of its offer including Gold in Ethical, Responsible and Sustainable Tourism at the Devon Tourism Awards (2021); Gold in Accessible and Inclusive Tourism at Devon Tourism Awards (2022); and Shortlisted for Accessibility Award at Museums + Heritage Awards (2025). In May 2025 RAMM passed its Visit England visitor attraction Quality Rating assessment with a score of 87%.</p>

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
			<p>With regards to age, the programmes in this plan contain activities for people of all ages, from early years, primary and secondary school children, through to college and university students, families and adults as well as activities for older people.</p>
Disability	Positive	Low	<p>9% of visitors are classified as disabled – 17,460 visitors to the museum each year</p> <p>As above for general information.</p> <p>With regards to disability, we use best practice resources and toolkits to ensure our accessibility work is up to date. Our current access and inclusion work is informed by resources from organisations such as the National Autistic Society, Living Options Devon, the Deaf Academy, In Focus, RNIB, RNID, as well as sector resources shared by peers within the heritage sector and critical friends with lived experience of a variety of access needs, such as the Anti-ableist museums resources from the Museums Association.</p>
Gender reassignment	Positive	Low	<p>13% of RAMM's visitors identify as LGBTQ+.</p> <p>As above for general information.</p> <p>With regards to LGBTQ+ visitors, over recent years, particularly through the Out and About: Queering the Museum project, RAMM has worked to ensure that the LGBTQ+ community feels welcome and represented in the museum. As a result, the percentage of visitors who identify as LGBTQ+ is 13%, higher than in the local populations of Exeter (5.8%) and Devon</p>

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
			(3.5%). RAMM's staff and volunteers who identify as LGBTQ+ are over-represented compared to the local population (in 2024-25, 29% of volunteers identified as LGBTQ+ compared to 6% in Exeter and 3% in Devon). RAMM continues to engage with creative practitioners from the LGBTQ+ community and promote activities such as the Rainbow Trail and the butterfly interactive, sharing LGBTQ+ perspectives on RAMM's collections.
Marriage and civil partnership	Neutral		As above for general information. RAMM does not collect data on marriage and civil partnership. There is no evidence available of specific impact.
Pregnancy and maternity	Positive		As above for general information. RAMM does not collect data on pregnancy and maternity status. RAMM aims to be welcoming of everyone, whatever their background or circumstances. There are baby change facilities on both levels of the museum. We welcome our visitors breastfeeding and bottle-feeding their babies. This protected characteristic is not an area of focus for the museum.
Race	Positive		8% of RAMM's visitors are from Global Majority communities As above for general information. RAMM's staff and volunteers from Global Majority backgrounds are broadly representative of the local population. RAMM works with creative practitioners from a wide range of diverse backgrounds. Through our community engagement programmes, working with community partner such as Hikmat, Inclusive Exeter, the Hindu Cultural Centre and Refugee

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
			Support Devon, we ensure that diverse voices are represented in the museum and people feel welcome.
Religion or belief	Positive		<p>RAMM does not collect data on religion or belief.</p> <p>As above for general information.</p> <p>RAMM regularly engages with community groups which represent a broad range of faiths, for example, working with Hikmat, Inclusive Exeter, Refugee Support Devon and the Hindu Cultural Centre.</p>
Sex	Neutral		<p>44% of visitors are male – 85,360 people 56% of visitors are female – 108,640 people No visitors stated they were other/intersex in 2024-25</p> <p>As above for general information.</p> <p>There is no evidence available of specific impact.</p>
Sexual orientation	Neutral		<p>13% of RAMM's visitors identify as LGBTQ+</p> <p>As above for general information.</p> <p>With regards to LGBTQ+ visitors, over recent years, particularly through the Out and About: Queering the Museum project, RAMM has worked to ensure that the LGBTQ+ community feels welcome and represented in the museum. As a result, the percentage of visitors who identify as LGBTQ+ is 13%, higher than in the local populations of Exeter (5.8%) and Devon (3.5%). RAMM's staff and volunteers who identify as LGBTQ+ are over-represented compared to the local population (in 2024-25, 29% of</p>

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
			volunteers identified as LGBTQ+ compared to 6% in Exeter and 3% in Devon). RAMM continues to engage with creative practitioners from the LGBTQ+ community and promote activities such as the Rainbow Trail and the butterfly interactive, sharing LGBTQ+ perspectives on RAMM's collections.

Officer: Helen Hartstein

Date: 27 November 2025