

Glasgow Science Centre Inclusive Tourism



Glasgow Science Centre – About Us

Glasgow Science Centre is an award-winning educational charity and valued community asset, committed to the delivery of the STEM Learning Pathway through science communication, outreach programmes and collaboration with local and national partners.

It is also one of Scotland's most successful visitor attractions with five-star VisitScotland accreditation, welcoming over 320,000 visitors to its exhibitions and events each year.

We have over 220 staff.



Our Mission

At Glasgow Science Centre our mission is to inspire people of all ages, abilities and social backgrounds to discover and enjoy science.



Glasgow Science Centre Staff

- An increase from 10% (2019) to 16% (2024) of staff who identify as Lesbian, Gay or Bisexual. Currently 4 staff members (1.8%) identify as Trans.
- An increase from 5% (2019) to 8% (2024) of staff from an ethnic minority background
- An increase from 8% (2019) to 13% (2024) of staff with some form of disability
- Inclusive recruitment process which makes it fairer, anonymises applications and removes various types of bias from the shortlisting process.
- Disability Confident Employer and part of the Guaranteed Interview scheme.
- We conduct annual staff and recruitment diversity monitoring, and all staff are required to complete EDI Awareness training as part of their induction
- Mental Health First Aiders – regular meetings and drop-in sessions for staff. Dedicated activities in place for Mental Health Awareness Week.



Staff Training and Development

- Welcoming all customers – Visit Scotland
- Epilepsy awareness
- Disability awareness
- Sensory awareness
- Autism awareness
- Understanding autism
- Dementia friends
- Accessible Information Awareness
- ADHD awareness
- Disability equality training
- Breastfeeding Friendly
- Mental Health First Aid
- Menopause awareness
- Transgender awareness
- Understanding EDI in the workplace
- Gender balance & inclusion bias



Hospitality Health Wellness Charter



Staff Story



Stuart
Customer Service Assistant
Glasgow Science Centre

Our Public Visitors

- Community Learning and Development engage with groups with protected characteristics. Development of co-designed community space, The Bothy
- Installation of Changing Places and gender-neutral toilets
- Introduction of weekly Autism Friendly hours
- Signed up to the WelcoMe App
- Part of the Hidden Disabilities Sunflower Scheme
- Offer free Carer passes for our events and experiences
- Access Card



Our Public Visitors – Promotion

- Provision of information on accessibility websites include AccessAble and Euan's Guide
- Up-to-date visitor accessibility information on our website
- Promotion through GSC social media channels
- Working with social media influencers and partners



Corporate Events



Siobhan Meade
@BlindGirlVlogs



Had a fab experience using the [@WelcoMe_CS](#) app. What an incredible experience. Wendy greeted me at the main entrance of the [@gsc1](#). Glasgow Science Centre and asked what assistance i'd like. She addressed me by name as well, this was a fantastic experience. A great service.



5:19 pm · 21 Jun 2023 · 1,982 Views

- 26,000 delegates hosted in 2023.
- Work closely with organisers to assess specific requirements
- Online accessibility guide gives a good overview before taking forward an enquiry.

Case Study – RNIB annual conference

- 320 delegates
- Extensive preparation including multiple site visits
- Tailored AV requirements
- GSC staff briefing to ensure seamless delegate experience
- Use of WelcoME app prior to arrival.

Feedback and Actions



- Queue jump
- Purchase of stand aid in changing places facility
- Menu adaptations
- Open-captioned screenings in IMAX
- Keeping equipment up to date – extra seating / new wheelchairs/Purchase of Stand Aid
- Quiet space
- Sensory toys, ear defenders, weighted blankets on request
- Prayer room on request

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