

ENGAGEMENT CHARTER

The Museum of London's Engagement Charter sets out how we work with, listen to and learn from different communities, partners and visitors to make the museum better for everyone.

We want to contribute to positive change in London's communities by:

- Representing and celebrating diversity through everything we do.
- Making everyone feel welcome regardless of their background or needs.
- Building and sharing a collection of objects that Londoners feel reflect and belong to them.

We will:

- Treat each person as an individual, with empathy and respect.
- Value the knowledge and expertise people bring from their own experiences.
- Ask people what they want, and actively listen to their responses, to make sure our work is relevant and of benefit to them.
- Adapt the way we work and how we communicate to reflect who we are working with. Support each other to work in ways that best suit both parties.
- Be clear about what we can give, and honest about what we cannot give and why.

- Work with people in ways that give everyone equal opportunity to influence decisions, starting conversations early enough so they can genuinely shape our work. Respect when people decide that they do not want to contribute.
- Show how we have put people's ideas and feedback into action.
- Create space for different groups to connect with each other. Celebrate the work of community partners, letting them share who they are and what is important to them.
- Build long-term relationships with the communities we work with.
- Help people find opportunities to continue their interests and develop their skills when we have finished working together.
- Put our trust in the people we work with and be willing to take risks, remaining open to creative possibilities.

We involved 400 Londoners in the creation of our Engagement Charter. It will guide our future work and help us and our partners reflect on how well we are meeting our aims.

