

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

Show how we have put people's ideas and feedback into action

Ask people what they want, and actively listen to their responses, to make sure our work is relevant and of benefit to them

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

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

Help people find opportunities to continue their interests and develop their skills when we have finished working together

Build long-term relationships with the communities we work with

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

Put our trust in the people we work with and be willing to take risks, remaining open to creative possibilities

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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.

To develop the Engagement Charter we worked with 15 London based organisations. We learned that...

Our partners value...



Working in partnership...
Valuing the expertise & knowledge of others

Some of the challenges they face include...



Short-term funding & lack of security

Our partners can contribute...



Act as a BRIDGE between organisations and people

Advice on working with different kinds of people

In return they want...

Competing with other priorities



Long-term, meaningful projects based on...

SUCCESS FOR THEM IS their needs...

Seeing a sense of achievement on someone's face

Long-term impact
Giving someone a smile in their heart



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- We also consulted...
- More London based community organisations
- The museums family panel
- The museums Mighty Networks online community
- Volunteers



BEING ROOTED IN THEIR COMMUNITY

Building long-term relationships

Building trust

Spending time out in the community

They aim to...

BE REACTIVE
- respond to needs of communities

Be willing to CHANGE & ADAPT