

Worcestershire County Museum

Access Statement

Introduction

Worcestershire County Museum, housed in historic Hartlebury Castle, explores over 1,000 years of history. The Museum is committed to widening access and providing for the needs of all its visitors. We constantly seek to improve the quality and accessibility of our museum and we welcome feedback from our visitors. The Museum is housed in a Grade 1* listed building, however we have attempted to provide appropriate adjustments for accessibility within legal boundaries and to alert visitors to any access issues which we are unable to resolve.

Prior to Arrival

- The museum can be contacted using the following methods
Post: Worcestershire County Museum, Hartlebury Castle, Hartlebury, Kidderminster, Worcs. DY11 7XZ
Phone: 01299 250416 Fax: 01299 251890
E-mail: museum@worcestershire.gov.uk
- Museum website: www.worcestershire.gov.uk/museum
- Our website (www.museumsworcestershire.org.uk) is hosted by Worcestershire County Council using a responsive, accessible design suitable for the wide range of browsers and devices available. Our web site is tested by Shaw Trust to ensure compliance with web accessibility standards WCAG 2.0 AA to meet the varying needs of our audience
- The museum is situated approximately 3-4 miles from Kidderminster, where main bus and train stations are located. Bus number 303 operates between Kidderminster and Worcester, Monday-Saturday and stops in Hartlebury. The museum is a 15-20 minute walk down hill from this bus stop. For local bus information please phone Diamond 0121 557 7337 or visit <http://e-services.worcestershire.gov.uk/bustimetable/BusSearch.aspx>
- There is a small unmanned train station in Hartlebury, the museum is approx a 30-40 minute walk from the station, train times vary.
- The nearest Shopmobility scheme is in Bromsgrove – tel: 01527 837736
- Taxi firms with wheelchair accessible taxis operating in the local area

are Regency Taxis 01562 66666
P & P Central 01562 825522
Albany Taxis 01562 823333
Central Taxis 01562 825522
Hollands Taxis 01562 824777

Arrival and car parking

- The museum has two large car parks. The car park is free and the surfaces are tarmac.
- Three designated disabled bays are adjacent to Visitor Reception and are clearly signposted. The interior of the bays are 230cm wide and including the hatched area to the right the bays are 366cm wide.
- A disabled car parking space can be reserved by telephoning in advance.
- Access to the Visitor Reception from the car park is via a level path of concrete flags running alongside the front of the building.
- Rear access to vehicles can be obtained once parked in the designated disabled spaces.
- There are no barriers, speed bumps or traffic-calming measures.
- Assistance dogs are welcome in the Museum and drinking water can be provided, please ask a member of staff. Non-assistance dogs can be walked in the Old Moat Coppice nature reserve (note this area is not recommended for wheelchairs).

Main entrance & Reception area

- Staff can assist you with entry on request, please call 01299 250416 once you have parked.
- The Reception area and welcome desk are lit using bright spotlights and there are large windows and plenty of natural light.
- Just inside the entrance is a thin mat to minimise dirt levels.
- There are automatic double doors to the Reception which are motion sensitive and slide open.
- The floor is wood parquet flooring and is level throughout.
- Reception is manned 10:00 – 17:00 Tues-Fri and 11.00-17.00 at weekends.
- We have one wheelchair which can be borrowed from Reception for the duration of your visit. The wheelchair can also be pre-booked by

calling 01299 250416.

- The Reception desk is 90cm high and is fitted with a hearing loop.
- The AV room containing a 6 minute introductory film about the museum is located to the right of Reception. There is a hearing loop within the room and a large print version of the film script is available to borrow from Reception. There is adequate space in the AV room for wheelchairs, we have also provided chairs both with and without arms.
- Admission prices are clearly displayed above the desk. When it is necessary for a visitor to be accompanied by a carer we will give free admission to the carer.
- A pad and pen are available from Reception if required. A clip board is also available if you are required to fill in any forms.
- The exit leading to the rest of the Museum is through the Shop. This semi-automatic door is operated by a push button at an acceptable height. The door leads onto a shallow ramp with a firm, gravel surface. The ramp has a handrail and low level lighting

Shop

- The Shop desk is 90cm high with a lower level area 74cm high. It is also fitted with a hearing loop.
- The PDQ/Chip & Pin terminal is mobile and can be moved to suit the customer.
- The display shelves are at a variety of heights from ground level upwards. Shelves are lit with spotlights, the room also has large windows and lots of natural light.
- Price labels are printed, but not in large print.
- Staff are happy to assist with price enquiries, or to carry or move stock around for you.
- The till display is visible to the customer.
- The floor is limestone slabs and is level throughout.
- When stock is displayed in baskets on the floor we ensure there is always adequate access for wheelchairs.

Public Areas

- The Museum is located within an historic building with uneven floors

and low ceilings throughout. We ask that all visitors stay aware of this fact throughout their visit.

- Public access to all three floors of the main museum building is by either stairs or lift. The lift is made of glass, it has sliding doors and a fixed horizontal handrail at 91cm. The push button controls are at a maximum height of 112cm. The doors from each lift landing into the Museum are all automatic (operated by push buttons) and open inwards. The lift system features an emergency alarm. The lift landing areas are fire safe for a minimum of 30 minutes and have been cleared for emergency use by the fire authorities.
- Flooring surfaces throughout the museum are various including carpet, linoleum, wood floorboards and concrete. Outside you will find paved, tarmac, grass and limestone floorings. There is a thin floor mat to minimise dirt levels at the main entrance to Reception and the Museum building. Other than that there are no rugs or mats throughout the Museum.
- All routes throughout the Museum are kept clear and free of obstacles.
- Fire exits are clearly signposted
- The grass in the Orchard area is cut regularly however the surface of this area is uneven so please take extra care. All outside paths are swept daily.
- All bins inside the Museum are an accessible height, they operate by lifting a lightweight lid or with a foot pedal action.
- Signage throughout the museum is in a clear font, placed at an appropriate height and printed in a contrasting colour (generally white text on a dark grey background).
- A variety of seating is available on all floors of the Museum, specifically there are chairs in the Reception area, picnic benches in the Orchard, a long bench in 'Springs, Spas and Holidays' on the ground floor, low window seats in the temporary exhibition space on the first floor and a seating area in the 'Footsteps Through Life' room on the second floor.
- Sufficient lighting is provided throughout the site. Lighting is brighter in the Reception, Cafe and stairwells but levels may be lower in some areas of the Museum for the protection of fragile exhibits.
- There are two staircases in the Museum connecting three floors. Each staircase has a hand rail and landings in between floors. Both staircases are carpeted. Each floor is connected by wooden steps, with

anti-slip nosings and hand rails. The red stairs are 120cm wide, each tread is 17.5cm high and 24cm deep with a 90-97cm hand rail. The green stairs are 120cm wide, each tread is 15 cm high and 26 cm deep with a 90cm high hand rail.

Exhibitions

- Most of the collections are presented so as to be viewable from wheelchair height, however some displays in flat cases may be difficult to view for wheelchair users.
- Only one room of the museum is not accessible to wheelchair users. This is our smallest exhibition room and currently covers the Civil War period. The other 13 exhibition rooms are fully accessible to wheelchair users. Please ask staff to open the fire door (86cm wide) to provide wheelchair access to the two ground floor rooms (Springs, Spas & Holidays and The Schoolroom) which are accessed internally by a small step.
- Interpretation boards are provided for most exhibits. Interpretation and labelling on all new exhibitions is designed with a minimum of 16 point text and generally uses a clear font such as Arial or Calibri. We are currently updating all out older text panels to meet this requirement.
- The Cider Mill is a historic exhibit in its own right and we are therefore unable to make adjustments to the flooring. There are small raised areas at the entrance and exit, the flooring inside is rough earth and cobbles. Please take extra care in this building.
- There is a small lip on the entrance and exit of the Transport Gallery.
- Interactive exhibits, audio interpretation and opportunities to be hands on are provided throughout and where possible have been located at accessible heights.
- We have attempted to include displays which stimulate all senses for example the herb garden provides a variety of smells and textures, there are a number of boxes in various rooms containing replica objects which visitors can touch and use and there is a fountain in the 'Springs, Spas and Holidays' room providing the sound of bubbling water.

Public WCs

- Lavatories are located on the ground floor of the Reception building and in a separate toilet block opposite the main Museum, adjacent to the Forge.
- The doors are clearly signposted with text and pictorial signs.
- The Reception building houses one male and one female/disabled access toilet. The main toilet block consists of four separate areas - ladies, gents, accessible toilet (unisex) and baby change facilities.
- The accessible bathrooms contain a toilet, hand basin and hand dryer facilities. There is adequate room in each accessible bathroom for a wheelchair user to be accompanied. Flooring in both accessible WCs is tiled. Wall colour contrasts with floor colour.
- Access to the accessible WC in Reception is via a single leaf door, 76cm wide, which opens outwards and to the left. The toilet seat is 48cm high; it is positioned in one corner so that when sitting on the toilet transfer on and off would be to the user's left. There is one fixed horizontal grab rail to the left of the toilet and one hinged support rail to the right of the toilet (71cm high when lowered). The sink is 73cm from the floor. It has a lever operated thermostatic mixer tap. There are vertical grab rails on either side of the sink. There is an emergency pull cord with an audible alarm, there is also a flashing light connected to the fire alarm for individuals with hearing disabilities. There is 1 coat hook and a wide window sill which can be used as a shelf. Total floor area in the disabled WC measures 2.6 x 1.76 metres.
- Access to the accessible WC by the main Museum is via a single leaf door, 93cm wide, which opens outwards and to the left and has a 82cm high horizontal grab rail on the inside. The toilet seat is 42cm high; it is positioned in one corner so that when sitting on the toilet transfer on and off would be to the user's right. There are fixed horizontal and vertical grab rails to the left and rear of the toilet and one hinged support rail to the right of the toilet. The sink is 74cm from the floor and there is a vertical grab rail to the left of the sink. There is 1 coat hook but no shelves. The floor area measures 2 x 1.76 metres.
- The cubicles in the main ladies' and gents' facilities are 1.80 x 0.76 metres, the doors are 71cm high and the toilet seats are 43cm high.

Castle Kitchen Café (no longer open daily but open for groups and

special event days)

- The dining area is uniformly lit by large ceiling lights.
- There is adequate clearance around the tables to accommodate a wheelchair.
- Tables are moveable and measure between 75-79cm high. The tables have legs at each corner with a minimum of 61cm gap between legs. The chairs in the Cafe have no arms.
- A large print menu is available, please ask a member of staff.
- Ingredient information is available for all of our products for those with food allergies.
- Service is from the counter, but table service can be provided if required.
- The toilets are easily accessible from the café

General information

- Opening Hours:

	Open	Close
Tuesday to Friday	10am	5pm
Saturday and Sunday	11pm	5pm
Bank Holiday Mondays	11pm	5pm

The museum is closed on Mondays. The Museum is also closed between Christmas and New Year and on Good Friday.

- The museum continually monitors, reviews and improves our accessibility.
- The majority of our staff are trained first-aiders, there will be at least one first aider on duty at any time.

Museum Floor Plan



