

WILTSHIRE ARCHAEOLOGICAL AND NATURAL HISTORY SOCIETY

WILTSHIRE MUSEUM - ACCESS STATEMENT

This Access Statement is a description of our current facilities and the services we offer, to enable you to make an informed decision as to whether we meet your access needs.

To ensure the Statement remains current and relevant the Wiltshire

Museum website (www.wiltshiremuseum.org.uk) is referred to or appendices attached.

Date	Name	
12/8/14	WILLIAMS family	Excellent facilities for handicapped. Staff pleasant and willing to help. Thank you.

Introduction

Set in the historic market town of Devizes the Wiltshire Museum is housed in Georgian and Victorian buildings – all Grade II listed, in a residential area of similar buildings. The Museum has been located here since 1874 and contains the largest collection of Early Bronze Age gold ever put on public display in England. Award-winning displays transform public understanding of the era and feature 500 Stonehenge period objects, including 30 pieces of gold treasure, together with archaeology, art, natural history, local history, and an Archive and Library which is open to the public.

Our Mission is to inspire people to explore the archaeology, history and environment of Wiltshire.

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Museum Contact Information

- Address: Wiltshire Museum, 41 Long Street, Devizes, SN10 1NS – Appendix 1
- Telephone: 01380 727369
- Website: www.wiltshiremuseum.org.uk
- Email: hello@wiltshiremuseum.org.uk
- National Grid Reference: SU 005655 61170
- Minicom: Not available
- Reference for Satellite Navigation is: Lat 51.349609, Long -1.9934150 or SN10 1NS

I. Pre-Arrival and Museum Attractions

- Wiltshire Museum is housed in two Georgian buildings, with a Victorian connecting building, in a residential area of similar age.
 - The ground floor contains our reception, gift and book shop, tourist information, level access to toilet, baby changing facilities, Roman Gallery, Prehistoric Wiltshire Galleries (two of the four galleries), Temporary Exhibition Gallery, Iron Age Gallery and Medieval Gallery.
 - The lower ground floor contains the Prehistoric Wiltshire Galleries.
 - The first floor contains the Saxon Gallery, Devizes Gallery, Lecture Hall, Art Gallery, Recent History Gallery, Archive and Library and toilets
 - The second floor contains the Society offices (private)
- The Museum is home to the best Bronze Age collection in Britain, including gold from the time of Stonehenge, plus:
 - objects found from within the Stonehenge and Avebury World Heritage Site, including Avebury Stone Circle, West Kennet Long Barrow, Silbury Hill, the Sanctuary, the causewayed enclosure at Windmill Hill, Stonehenge and Marden.
 - internationally important collections of archaeology. The great strength of the collection is the prehistoric material - Neolithic, Bronze Age and Iron Age, as well as Roman Wiltshire.
 - a large collection of art related to Wiltshire – it is one of the finest and largest county-based art collections in Britain, containing watercolours, drawings, oil paintings, prints and engravings. Often displayed in temporary exhibitions in the Art Gallery.
- Artefacts are mainly exhibited in upright or desktop style glass cabinets.
- Four videos play continuously in the Prehistoric Wiltshire Galleries
- Special exhibitions programme, events and lectures.
- Family friendly display with trails and activities for children (e.g dressing up clothes, colouring sheets)
 - Children's school holiday and family learning events throughout the year
- Refreshments (drinks machine) are available in the Museum's Lecture Hall, when not in use. There are a number of cafes in the town centre [*Appendix 2*].
- Guided tours of the Museum available on request
- Groups [*Appendix 3*]
 - Group bookings welcome
 - Group rate - £3.50 per head
 - Tea/coffee available on request
 - Guided tours available on request
 - Evening and weekend visits upon request

2. Museum Opening Hours

- **Easter to Christmas**
Monday to Saturday - 10am - 5pm
Sunday - Noon to 4pm
- **January to Easter**
Tuesday to Saturday 10am - 4pm
Sunday - Noon to 4pm
- Opening outside these hours (e.g. group evening visits) may be available on request.
- Open most Bank Holidays – noon to 4pm. Closed Christmas Day and Boxing Day

The Museum is an independent Charity (Wiltshire Archaeological and Natural History Society – no. 1080096; Company Limited by Guarantee: no 3885649) and is run with the assistance of volunteers. Occasionally at short notice we may not be able to open the Museum or the Archive and Library if enough staff or volunteers are not available to safely open the building. Whilst we make every effort to keep the Museum open as advertised, it is recommended to telephone ahead if making a special visit.

3. Location and Transport

- Address: Wiltshire Museum, 41 Long Street, Devizes, SN10 1NS
- National Grid Reference: SU 00555 61170
- The Museum is signposted for pedestrians at key local junctions by finger posts
- We are a 5 minute walk from Devizes Market Place and bus stops and two minutes from the Long Street bus stop (especially for Route 49 – The Transwilt Express: Trowbridge to Swindon)
- The Kennet and Avon Cycle Route (Route 4) goes through Devizes, and the Museum is just a short detour from it.
- The Museum is served by many bus services - *Appendix 4*.

4. Car Parking

- At Wiltshire Museum:
 - There are double yellow lines directly outside the main entrance to Wiltshire Museum.
 - There is a disabled parking space close to the main door
 - There are allocated spaces in our car park, which is situated at the rear of the building.
 - The Museum car park is available free of charge for disabled users, minibuses or other users upon request.
 - The surface is gravelled and uneven. There is a short uphill and uneven walk around the building to the main entrance
- In Long Street
 - There is free (limited) on street parking in Long Street and other local streets (two hours, no return)
- Public Car Parks
 - The nearest car park (including disabled parking) is the Central Car park - see *Appendix 1 and 4*.
 - The nearest long stay car park is Station Road, accessed from the A361/A342 Northgate Street.
 - The Museum is signposted from the town's car parks.

5. Arrival, Main Entrance & Reception

- The main entrance to the Museum is on Long Street.
- Immediately on entering there is matting flush with floor. There are no steps.
- Double glass doors separate the street from the shop, they are not automatic. Help with opening them is available, press the bell located on the right hand side of the glass doors and a member of staff will help to hold them open.
- The shop/reception area is wooden flooring
- The Reception Desk is 1.10 metres high at the front, and 0.75m high to the side.
- Entry to Museum Shop is free of charge
 - Entry to the Museum's galleries, exhibitions and displays is charged. The current rates are displayed in the shop and on our website – www.wiltshiremuseum.org.uk/opening
- A plan of the Museum is given to all visitors on arrival.

6. Public Areas – General

- The flooring in public areas is mainly wooden floorboards, with some areas of tile and stone
- There are some changes in floor levels on the ground floor of approximately 4cm. Ramps are available for wheelchairs.
- Stair edges are painted white.
- Seating is provided in most galleries
- There is a platform lift giving access to the lower ground floor, ground floor, first floor and upper first floors.
 - Button has to be pressed for the relevant floor.
 - There is an alarm button which alerts staff if there is a problem.
 - Note that the door leading to the lower ground and first floor are at 90 degrees to the ground floor lift entrance
- Lighting is mainly by LED spotlights and natural light
- A recorded Closed Circuit Television System (CCTV) operates throughout the building
- The lift (1.4 x 1.1 metres) is accessed through doors 0.78 metres wide

7. Public Areas - Toilets

- On the ground floor there is one unisex wheelchair accessible toilet, which also contains baby changing facilities
- There is a male toilet with three urinals and one cubicle on the first floor
- There are two female toilets on the first floor
- Details of unisex accessible (disabled toilet) on ground floor:
 - Width of door is 0.87 metres
 - Transfer to the toilet is from the right from a seated position (0.74 metres between wall and side of toilet)
 - The height of toilet (floor to seat) is 0.46 metres
 - The height of the wash basin (floor to rim) is 0.75 metres
 - There are a vertical and a horizontal wall rails to the left of the toilet (opposite side to transfer)
 - There is a vertical wall rail to the right rear of the toilet
 - A drop-down grab rail can be lowered from a vertical to horizontal position to the right of the toilet
 - There is an alarm call cord (red) which alerts Reception

8. Public Areas - Reception/Shop

- The shop sells a range of gifts, books, cards and postcards. Stock is regularly refreshed and usually reflects the permanent displays and temporary exhibitions or events.
- We accept cash, cheques and most major credit and debit cards (Maestro, VISA, MasterCard), but not American Express.

9. Public Areas - Lecture Hall

- The Lecture Hall is available for hire and ideal for workshops, lectures, training events and meetings, it is frequently used by local schools and groups.
- The Lecture Hall can seat 70 people in a lecture style, or 25 in cafe style.
 - The Lecture Hall has a hearing loop with lapel and hand-held microphones, digital projector, wall mounted screen, laser pointer and lectern.
 - A laptop PC can be made available
- The Lecture Hall is located on the first floor, up a short flight of steps from the Museum shop, but can also be accessed via the platform lift
- Refreshments can be provided for meetings and events. A charge may be made
- A drinks machine is available for visitors when the Lecture Hall not in use.
- Air conditioned.

10. Public Areas - Archive and Library

- The Archive and Library is open to the public. Normal Museum admission charges apply.
 - Opening Hours are:
 - Tuesday to Friday 10am to 4pm
 - Open first Saturday of the month, by prior arrangement.
- The Archive and Library is staffed by a team of volunteers
- The Library is located on the First Floor and is accessed from the Museum Shop via a short flight of stairs.
- Lift access is via the Saxon and Devizes Galleries. There is a single step (depth of 2.5cm, edged in white) into the Library from the Devizes gallery, and a ramp is available.
 - Not all of the Archive and Library is wheelchair accessible because of steps and furniture, but research materials can be brought to the accessible area.

11. Access for Filming and Research

We welcome the use of our collections for academic research and filming, but have to balance this access with the long-term preservation of our nationally important collections.

- Researchers – see our website: www.wiltshiremuseum.org.uk/services - *Research*
- Filming – contact the Museum Director: david.dawson@wiltshiremuseum.org.uk

12. Additional Information

- Service dogs welcome
- No smoking in any part of the building
- There is no general background music. There are sound recordings, including music, associated with some displays, and sometimes exhibitions in the Galleries include music and other audio visual content.
- Some members of staff are trained first aiders.
- Kids in Museums Manifesto – *Appendix 5*

13. Attractions - Devizes

Devizes -

- Is located between the World Heritage Site of Stonehenge and Avebury and just outside the North Wessex Downs Area of Natural Beauty.
- Is accessible using A361 (Swindon/Trowbridge); A360 (Salisbury) and A342 (Chippenham/Andover), and signposted from Junctions 16 and 17 of the M4 – see *Appendix 1 and 4*
- Is ideally located for visiting many of the county's prehistoric sites, including Stonehenge, Avebury, Silbury Hill and West Kennet Long Barrow.
- Is home to the Caen Hill flight of locks on the Kennet and Avon Canal, just a ten minute walk from the Museum.
- Has just been awarded Coach Friendly status.
- retains many independent shops
- Has a level pedestrian shopping area.
- Cinema
- Leisure Centre
- Hillworth Park – picnic area, children's playground
- More information about the town and events can be found at www.devizes.org.uk

14. Local Accommodation

- Some local Bed and Breakfasts are included in Appendix 6
- Details of some local B&B providers are also available in the Museum shop
 - B&B Information Line - 01380 620660
 - www.VisitWiltshire.org.uk

Customer Feedback

We welcome your feedback to help us continuously improve. If you have comments or suggestions please leave them with a member of staff or at reception before you leave or phone or email them to us. Should you have a complaint please ask to speak to the Marketing and Administration Manager.

Wiltshire Museum

T: 01380 727369

E: hello@wiltshiremuseum.org.uk

W: www.wiltshiremuseum.org.uk



-  Information
-  Toilets
-  Parking
-  Bus stops
-  Shops
-  Pedestrian only
-  Cycle Route

For the latest local news & events visit www.devizes.org.uk



Funding from
Devizes Area Board of
Wiltshire Council
where everybody matters

Design by
resolution
www.resolutiondesign.co.uk