



Access statement for Lancaster City Museum

www.lancashire.gov.uk

Introduction

Lancaster City Museum is located in the city centre of Lancaster. We are the prominent building with steps up to it and a clock tower on Market Square. Entrance to the museum is via steps or a ramp, which is provided on the right hand side of the building.

A Hearing Loop is installed in our shop and reception area. We have chair lifts which allow access to our first and mezzanine floors. Due to our staffing levels and evacuation procedure the number of visitors who would require the use of an Evac chair, or staff assistance to exit the building must be limited upstairs to two at any one time.

We are a member of the Visitor Attraction Quality Assurance Scheme.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01524 64637 or email lancastercitymuseum@lancashire.gov.uk

Pre-Arrival

The Museum is centrally located with excellent transport links. Lancaster Railway Station is a 7min walk away and provides regular services to stations both north and south. The main Bus station is 3mins away and has regular services to a number of locations.

The area surrounding the museum is level and mainly consists of paved areas, though there are some cobbles within Market Square.

Car Parking and Arrival

The museum does not have its own car park however there are a number in the close vicinity. The closest short stay car park is Marketgate. The car parks and city centre is well lit.

Two Blue Badge parking spaces are available immediately behind the Museum on New Street Square. A further 4 spaces are on New Street and 13 on Church Street. These spaces are open to all Blue Badge holders for a maximum of 3 hours, with no return for 6 hours. Upper Market Street, New Street and Church Street are one way. The disabled badge and clock must be displayed whilst parking in a disabled bay. The surface from the Disabled parking bays around to the front of the museum is level.

The Museum is within the Pedestrian area. Driving in to the area is not allowed between the hours of 10am and 5pm unless a blue badge holder.

The Museum is accessed through manual doors which open both ways. The clear door opening width is 1330mm.

There are 4 steps to the front of the Museum. There is no handrail. Alternatively to the right hand side of the steps there is a ramp with a handrail on one side.

Main Entrance, Reception and Ticketing Area

The main entrance leads to the level reception area. Seating is available close by in the temporary exhibition galleries next door.

A door mat is immediately in the entrance and the rest of the reception area has a stone floor. The area is well lit by ceiling spots.

The open reception desk has a low area suitable for wheelchair users and there is a Hearing Loop fitted at the desk.

Admission is free to all.

Pens and paper are available at the front desk.

Attraction (displays, exhibits, rides etc.)

The Museum uses text panels as its main means of interpretation. Text panels are in large print and include illustrations. Some temporary exhibitions may use sound and video. The museum has a schools and events programme where re-enactment is used and talks can be given.

Once in the museum there are no doors to open. We have two fire doors but they are held open throughout the day. The minimum door width is 790mm.

The flooring is either short pile carpet or linoleum. Rooms and displays are lit with a mixture of ceiling spots, floodlights and case lights. There is one dimly lit display area which is to help preserve the objects in that area.

Seating is available in the temporary exhibition galleries and the upstairs corridor.

Public Toilets

The Museum has no public toilets. The closest toilets are within the Marketgate shopping centre, a 2min walk away. The toilets are well maintained and have disabled facilities. The approach is level though the toilets are located upstairs. There is a well lit lift up to the toilets.

Catering

Though the Museum itself does not have a cafe it is well serviced by the numerous cafes and restaurants in the close vicinity.

Shop

The shop is directly inside the museum entrance, adjacent to the reception area, and is all on the level. The flooring is stone and there are ceiling spot lights.

The displays are mainly fixed wall mounted shelves, with two spinner displays also. There is no background music.

Purchases are made at the reception desk which has a Hearing Loop fitted. It is an open desk with a lower counter area.

Grounds and Gardens

The Museum has no grounds or gardens as we have a city centre location.

Additional Information

Staff undertake equality and diversity training as part of their Induction. Aspects of disability awareness are included within this. Most staff are Dementia Friends.

Staff are well trained in the evacuation procedure and the use of Evac Chairs.

Assistance dogs are welcome in the Museum.

A number of accommodation establishments are close by.

Future Plans

Future plans include updating our orientation leaflet and signage within the Museum.

Contact Information

Provide the following contact details where available:

Address Lancaster City Museum. Market Square, Lancaster. LA1 1HT.

Telephone No 01524 64637

E-mail address lancastercitymuseum@lancashire.gov.uk

Website www.lancashire.gov.uk/museums

Opening hours Tuesday to Sunday and Bank Holiday Mondays 10am – 5pm

Local Accessible Taxi 32808 Taxis (01524 32808) and 848 Taxis (01524 848 848) both have accessible vehicles available in their fleets.

Local Public Transport:

National Rail Enquiries 08457 484950
Travel line 0871 2002233