

Access Statement for Clitheroe Castle Museum

2023/24

www.lancashire.gov.uk



This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our visitors.

Information in alternative format

This access statement can be provided in large print on request.

Introduction

Clitheroe Castle Museum is within the castle grounds at the centre of the town of Clitheroe. The buildings are at the top of a relatively steep (negotiable by powered scooter) slope. The distance from the main gate to the museum shop is 157 meters (515 feet). There are 30 steps up to the keep.

Clitheroe lies approximately 12 miles from Blackburn; 18 miles from Preston; 20 miles from Skipton; and 35 miles from Manchester.

The museum is a member of the Visitor Attraction Quality Assurance Scheme.

All floors within the museum building are accessible by wheelchair, although some of the doorways cannot accommodate wider than average chairs. There is a lift between floors, ramps where appropriate and a screen providing a 360 degree view from the non-accessible castle keep.

For visitors with visual impairment, there is the option of a one to one guided tour with one of our Museum Assistants. Also are there numerous audio clips describing events, work conditions and historical descriptions of court cases.

The museum caters for families and provides target tasks for children to do whilst going round the museum such as; hunting for different themed items e.g. ghosts or witches; craft activities and storytelling. There are two lots of dressing-up clothes for children to try on.

Our evacuation procedures are displayed prominently and all staff are familiar with the fire exits and muster points. The front-of-house staff patrol the museum and will ensure all visitors safely evacuate the building if there is any call for them to do so.

Viewing the keep for disabled Visitors

There is a large screen situated in the Atrium space which shows a 360% panoramic view of the Keep and grounds.



Visibility

The area outside the museum entrance is lit during normal street light hours.

The distance from the blue badge parking area to the main museum entrance is approximately 28 metres (84 feet).

We look forward to welcoming you. If you have any queries or require any assistance please phone 01200 424568 or email clitheroecastle@lancashire.gov.uk

Catering Facilities

The 3cs Café in the castle grounds at the Bowling Green is a separate franchise. There are a number of cafes in the town centre too. Please contact direct for opening hours and further assistance.

Pre-Arrival

Visitor information required pre-arrival

Train station: Clitheroe rail service is located in the town at the interchange close to Booths Supermarket (approximately 10 minute walk downhill from the museum).

Accessible taxi service: Tiger Taxis 01200 444444

A1 Private Hire 01200 428428

Community Transport: Little Green Bus 01200 444484

Bus Services

The closest bus stop is stop K, at the top of Moor Lane to alight from a bus. This is only for getting off a bus. Buses may be caught at the interchange.

Accommodation in the Ribble Valley

There are a number of hotels, guest houses or holiday lets that provide varying levels of accommodation for disabled people in the Ribble Valley.

These include:

The Gibbon Bridge Hotel. Full access for disabled visitors 01995 61456

Best Western Myttonfold Hotel: Category two level of accommodation 01254 240662

The Millstone at Mellor: Self-declared disabled facilities 01254 813333

The Avenue Hotel Old Langho: Self-declared disabled facilities 01254 244811

The Bayley Arms, Hurst Green: Self-declared disabled facilities 01254 826478

Springhead Mallard Cottage, Bolton by Bowland: Self-declared disabled facilities 01200 447245

Stonefold Holiday Cottage, Newton in Bowland: Full access for disabled visitors 07966 582834

Please note this information is correct at the date of publication.

Equipment Hire

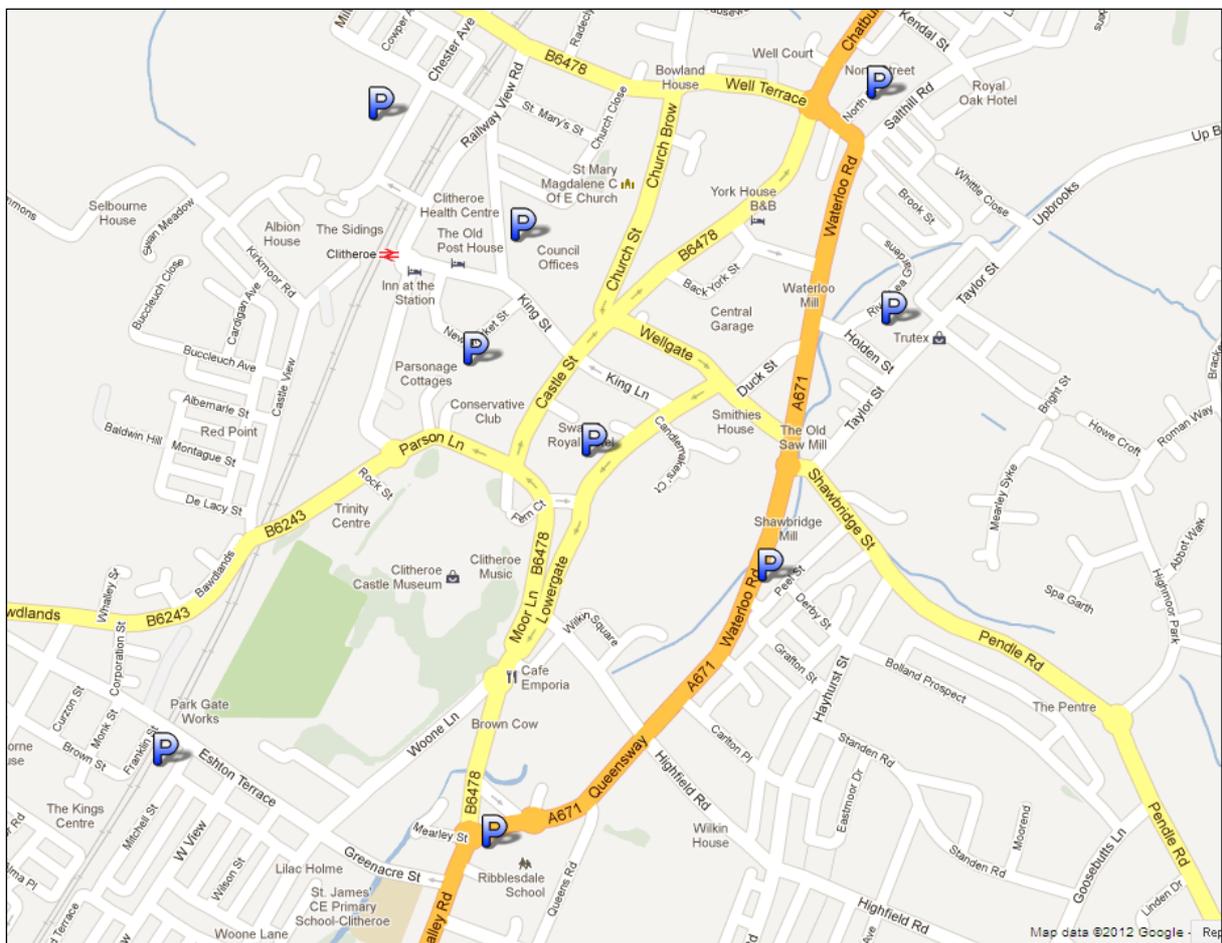
Whilst the museum does not offer a collection service, taxis are able to drop people off at the museum entrance. Should hire of equipment be required, please contact Affordable Mobility who can hire wheelchairs, scooters etc.

Ribble Valley Shopmobility: 01200 444254
info@affordablemobility.co.uk
www.affordablemobility.co.uk/

There is a Tourist Information Centre located in the Platform Gallery next to the railway station. Contact phone number is 01200 425566

Plan showing town car park area

Car parking is within any of the town centre car parks:



The above map and car park information below correct at date of publication.

Further information available at:

https://www.ribblevalley.gov.uk/info/200297/parking_travel_and_roads/1213/car_parks_and_parking

Information about the Museum and surrounding Grounds

Road and path surfaces in the grounds of the Castle Park

Within the park the paths and roads are of tarmac or resin bonded chippings on a smooth surface. At the foot of the steps leading to the keep and outside the Stable Block there are cobbles.

The approach to the museum entrance is of resin bonded chippings on a smooth surface which slopes gently towards the doorway.

The outside slope leading to the Steward's Gallery entrance is steep, and slopes off to one side; assistance would normally be required for manual wheelchairs.

The keep is not accessible by wheelchair users due to the number and unevenness of the 30 steps leading up to it.

Car Parking and Arrival

There are 3 blue badge car parking spaces which operate on a first come, first served basis immediately outside the museum buildings and close to the main entrance.

General parking is discouraged although drop off is permitted outside the museum entrance (there is no kerb).

The museum car park surface is on a gentle slope, is smooth and covered with resin bonded gravel.

Access to the shop / reception

During normal museum opening hours the shop / reception at the main entrance is continually staffed. There is level access up to and through the front door. There is a drop off point for disabled visitors; there is no intercom, but there is a button which can be pressed for assisted opening of the door. The door opens inwards. Alternatively the staff have a button on the counter to operate the door which also closes automatically.

Access is by the wide path situated between the Museum building and the lawn wall on the lower level of the museum leading off the carpark and the slope up to the museum.

The clear door opening width is 790mm (31") for one door, and 1600mm (63") with both doors open.

The floor covering is thin tread carpet. The lighting is provided by ceiling spot lights.

There are two goods display blocks in the area in front of the counter with enough space between them for wheelchairs to move between them. There is a carousel with a variety of items with limited reach for a customer in a wheelchair. Of the display shelves around the shop the bottom shelves only will be accessible for wheelchair users.

The shop is always manned and assistance can be provided on request. There are no seats in the shop although there is a fold up chair which can be utilised if needed.

There is no background music playing. There is a loop system in place. Staff will provide assistance if asked. Pads, pens and magnifying glasses are available on request. There is a low counter for wheelchair users with a till that displays the amount payable. The credit card machine is accessible for wheelchair users.

All guests are greeted on arrival in the shop. Water, changed daily, and a tether ring is provided for dogs. Assistance dogs are allowed entry to the museum.

Main Entrance, Reception and Ticketing Area

Situated on the ground floor, with level access and assisted door opening. The floor is level throughout the area and consists of short pile carpeting. Lighting in this area is by spotlight.

Seating is available if required; please make sure that the receptionist is aware of this requirement.

The counter top is 900mm (35") above floor level, with an area which is at 720mm (28") from the floor. There is no glass screen between the receptionist and the visitor.

At the date of publication the admission charges are:

Adults £5.40

Concessions £4.10

Young People 13 - 18 years Free

Accompanied Children 0 - 12 years Free

Carer Free when with person being cared for

The museum offers complimentary entrance for carers who accompany disabled guests who pay the concession rate.

These charges are subject to change in April of each year.

Main Entrance: Doorway to the Museum and Shop

External



Internal



Access to the Museum

Access to the museum is via the shop. The museum is on two floors with stairs and a lift between each floor. The lift is a platform lift and is operated under staff supervision. All of the doors are wide enough for normal sized wheelchairs or buggies to pass through.

There are clear labels on each section of the museum and green arrows that direct the visitor round the space. Each visitor is given a detailed floor plan of each floor and a explanation by the museum assistant in reception. There are normally museum assistants in the museum to give guidance, assistance and information.

Toilet Facilities

There is a disabled toilet situated on the ground floor of the museum. A complete toilet block with another dedicated disabled toilet is on the first floor, with access to the Atrium. Both disabled toilets have a baby changing facilities. None of the toilets have steps into them and the flooring is of safety, non-slip linoleum. With wide doors for good access for wheelchairs, the downstairs door width is 870mm and upstairs is 830mm and both toilets are 480mm from floor to seat. Both sinks are operated by lever taps and there are hand dryers.

Each disabled toilet is equipped with horizontal and vertical rails which are situated close to the toilet and sink. There is a pull alarm close to the toilet. Lighting is by fluorescent strip in both toilets. There are Braille labels on all toilet doors.

All toilets are checked by the front-of-house staff every 30 minutes.

Photos of the Disabled toilet door (right) and corridor leading up to it



Internal Photo of the upstairs disabled toilet and baby changing facility



The Grounds and Gardens

The grounds and gardens cover a large area over a number of levels. There are paths, lawned areas, flower beds, sculptures, a labyrinth, a skate park, children's play areas and a sensory area. There is very limited parking which includes three dedicated disabled bays, though there is vehicle access to most of the areas of the grounds.

The grounds rise up from the entrance level to the highest part where the Keep is situated. The grounds have been stepped and terraced with both pathways and steps to different levels.

The grounds are accessible twenty four hours a day and are very popular with joggers and dog walkers.

The paths are different widths varying from 1370mm to 1200mm to 610mm. The paths are constructed from either tarmac or bonded gravel. The main path up to the museum is a shared route with cars and vans with a passing space just below the second gateway. Above the second gateway the path is bordered by a low terrace allowing pedestrians to step out of the way of cars.

There are park benches throughout the park but not on the slope up to the museum though natural levels in the terracing and low walls provide alternative seating should they be required.

Steward's Gallery

The Steward's Gallery is a flexible exhibition space that is free to access. The entrance/exit door is shown in the photo below. In the Steward's Gallery there are two steps up to the next level of the exhibition in the back room. There is a further door (normally kept locked – see double doors on the righthand side of the image below) in this room which opens out to ground level. Staff are available to assist access to this area on request. The Gallery can also be accessed through the Museum on request.



Access to the Atrium

Access to the Atrium from the reception is by the stairs to the right of the counter or by the lift situated in the first corridor in the museum. It is recommended that the lift is used under staff supervision due to it being a platform lift. Visitors to the museum also exit through the Atrium down the stairs to the museum shop. The double fire doors open outward on to the Atrium terrace.

Additional Information

Clitheroe Castle Museum staff have undertaken training in Equality and Diversity, Health and Safety, and some have attended a half-day course run by the Galloway Society in raising awareness of how to assist people with sight impairment.

Signage for the museum is located at the bottom of the main drive the size of which is 1500mm x1500mm. The colours on the sign are Top: Sky Blue and the bottom: Cream. The text is in red/maroon and the font size is 70mm. Pictograms include arrows and logos.

There are no charging points for mobility scooters or battery powered wheelchairs.

Future Plans at Clitheroe Castle Museum

Continuous monitoring of the web site to ensure it is user friendly by everyone in particular disabled visitors. It is the intention of the management to continue to keep the staff up to date with innovations in disability legislation and for them to attend training courses and refresher courses where it is useful.

We intend to continue to have close liaison with Lancashire County Council, Ribble Valley Council and other museums to ensure compliance with disability legislation and up to date information on serving people with disabilities.

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