



# Access Statement for Museum of Lancashire

2012/13

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)

## Access Statement for Museum of Lancashire

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.

### Introduction

- The Museum is located on the outskirts of Preston City Centre, on the inner city ring road, a 10 minute walk from the centre of the City.
- The museum is at a point where several main routes into the city centre converge. This has both pros and cons as although on a main transport route, turning right into the museum car park across heavy traffic flow can be difficult for some drivers.
- We are a member of the VAQAS scheme and were last assessed in March 2012.
- The museum has ramped access to the main entrance and a combination of platform lifts and chair lifts to the upper floors. Hearing loops are installed in the reception area and galleries where sound is provided. The museum encourages sensory experiences with displays incorporating sounds, smells and hands on elements. We have trialled sign language tours and plan to hold these at regular intervals. Many of the museum exhibits can be touched and visitors are encouraged to do so.
- We look forward to welcoming you. If you have any queries or require any assistance please phone 01772 534075 or email [museumoflancashire@lancashire.gov.uk](mailto:museumoflancashire@lancashire.gov.uk)

### Pre-Arrival

- The nearest train station is Preston station. This is a 20 minute walk or 5-10 minute taxi ride away. There is a taxi rank at the station and a number of local companies offer accessible services.
- The Museum is a 10 minute walk from the main bus station with several buses passing close to the museum on the two main roads on either side, New Hall Lane and Ribbleton Avenue. Buses 1, 8, 9 and 11 all stop close to the museum, with the nearest stops (opposite Preston prison or at St Mary's Street) being approximately 5 minutes walk away.
- We do not offer a collection service.
- The streets surrounding the museum being main routes into/out of the city are relatively level and in good condition.
- Visitors with disabilities requiring information on areas such as equipment hire, wheelchair repair, Shopmobility, RADAR toilets will be referred to Disability Equality for up to date advice and guidance.
- Visitors can request any information in large print. We do not currently provide audio information.

## Car Parking and Arrival

- The museum has an onsite car park at the front and side of the museum with spaces for 40+ cars. Parking is free.
- There are 2 dedicated spaces for blue badge holders. There is a slope on the front car park which can prove difficult to wheelchair users, the disabled bays are therefore located at the side of the site near to the entrance ramp.
- The surface of the car park is tarmac. The entrance route is via stone flagged steps or ramp.
- The entrance to the museum is well lit, with the car park being further lit by nearby street lighting.
- Visitors can be dropped off easily near the main entrance to the museum.
- Free access is permitted during opening hours through electronically assisted doors activated by movement sensor.
- There are 6 steps to the main entrance with a handrail.
- The access ramp has handrails on either side.
- Glass electronic entrance doors open outwards.
- The clear width is 1740mm



## Main Entrance, Reception and Ticketing Area

- The main entrance leads directly onto the reception area on the ground floor.
- This area is level throughout.
- Seating is available in this area which includes the cafe.
- Floor surface is Karndean, an anti slip, wood effect surface.
- This area is well lit via recessed ceiling lights, spots and an overhead laylight.
- There is a low counter desk area suitable for wheelchair users.
- The information desk is open and a hearing loop is installed.
- Admission to all is currently free, should charges be brought in after the initial free period in November 2012 it is our policy that carers would receive free admission.
- A hearing loop is installed in the desk.
- Magnifying glasses, pens and paper are available in the reception area. There is a wheelchair which visitors can use. Lockers and a pram store are also available.



## Attraction (displays, exhibits, rides etc.)

- Interpretation is largely via text panels. Guided tours can be facilitated on request and special sessions are programmed for schools. During holiday times and for schools actors are utilised in specific areas. Each gallery has a combination of hands on low tech as well as audio, video, and computerised interactives.
- Interpretation boards are in large print. Magnifying glasses are available on request to give further assistance. Displays have been designed to be highly visual using a good balance of text and imagery.
- Some galleries use music and sounds i.e. Lancashire at Play, Lancashire Goes to War, Lancashire Law and Order, Lancashire homefront and 14<sup>th</sup>/20<sup>th</sup> King's Hussars.
- The Lancashire Goes to War gallery has some flashing lights to mimic gun fire, however this is not excessive.
- All of the internal doors are fire doors, the majority of which are held back on magnetic door closers connected to the fire alarm system. All door widths are

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within the minimum required for an existing building under building regulations.

- Seating is available in all gallery areas.
- The majority of floors are carpeted with short pile carpets the exception are the entrance/cafe area which is karndean, Lancashire at Play has a combination of lino and carpet, Lancashire goes to war has a combination of carpet and mock duckboards for authenticity and Lancashire Homefront has a carpeted and mock cobble stone floor. The activity room has a tiled/painted floor. Staircases have karndean on the treads.
- The majority of displays are lit using either fibre optic systems or overhead LED spot lights.
- Some areas are purposefully dimly lit i.e. the WW1 trench. The lighting in the majority of areas is good, though we are aware of some problem areas (Lancashire Through Time and Lancashire at Work) which are being addressed.
- There are a combination of lifts which can be used to access the different galleries:



## Public Toilets

- The toilets are located a short walk to the right of the main entrance area.
- There is free access to the unisex accessible WC which is located in the same area as the ladies and gents toilets.
- The toilets are on the ground floor with level access.
- The layout of the WC meets current building regulations and the doorway is 920mm wide
- The clear space is to the right of the toilet which is 800mm wide
- The height of the WC is 480mm
- There are horizontal and vertical grab rails
- The fire alarm has sounders and red flashing lights on the detector heads.
- There is a red pull cord in the accessible WC.
- Lighting is of a good standard and includes emergency lighting.
- The floor surface is non slip

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- The sink uses a lever tap.



## Catering

- The cafe is to the right of the entrance in the main entrance hall (Gateway Gallery) all access to this area is level.
- There is clear passage to the cafe area from the entrance, as an open plan area of the building access is good.
- Access can be easily accomplished for wheelchairs and prams.
- Tables have a clear height of 740mm seating is standard height, the chairs have no arms.
- Lighting in this area is good, with a combination of overhead spots and a ceiling laylight illuminated by daylight flood lights.
- Floor is non slip karndean
- A basic food offer is provided. Foods are largely vegetarian and nut based products are avoided. Staff have knowledge of the requirements of gluten free diets and can advise visitors.
- Service is via a combination of counter and table service. Food is prepared to order and delivered to the table.
- Staff are happy to assist if necessary to enable customers to access information regarding the menu.
- Crockery and tables are white.
- Toilets are a short walk around the corridor to the right of this area.

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### Shop(s)

- The shop is immediately inside the main entrance area, on level access.
- Access is via the main entrance to the Museum within the open plan Gateway gallery of the museum.
- Displays are against the wall, with open access to the shelving units.
- Shop purchases are via the reception counter which has a low counter area.
- The shop has wooden units with cupboards at the bottom and then 3 glass shelves.
- There is no background music in this area.
- The hearing loop system in the reception desk serves this area.
- Staff are happy to give assistance if required.



### Grounds and Gardens

- There is a small lawn area at the front of the museum.

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- This area is relatively flat, though adjoins the car park area which slopes up towards the museum entrance.
- The footpath is accessible via a kerb and is stone flagged and therefore slightly uneven.
- There is currently no seating in this area.

## Additional Information

- All staff undertake equality and diversity training which includes aspects of disability awareness.
- Visual and audio alarms are present. Staff are trained in evacuation procedures and evac chairs are located on the upper floors.
- Assistance dogs are welcome and water can be provided.
- Signage is large print vinyl lettering in blue and grey directly onto white walls giving good contrast.
- We do not currently have facilities for scooters or wheelchairs to be charged.

## Future Plans

- The museum has recently undergone extensive refurbishment, we are aware that there is still work to be done to improve accessibility i.e. audio guides, programming of sensory tours. Given the nature of the building being 200 years old, some first/second floor areas are difficult to access, we intend to look at further solutions to address these issues.

## Contact Information

Address (Inc postcode):	Museum of Lancashire Stanley Street Preston PR1 4YP
Telephone:	01772 534075
Fax:	N/A
Minicom:	N/A
Email:	<a href="mailto:museumoflancashire@lancashire.gov.uk">museumoflancashire@lancashire.gov.uk</a>
Website:	<a href="http://www.lancashire.gov.uk/museumoflancashire">www.lancashire.gov.uk/museumoflancashire</a>
Grid Reference:	
Hours Of Operation:	10.30am-5pm Tues-Sat & BH Mondays 12 noon – 5pm Sundays



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Local Equipment Hire: Disability Equality  
Tel: 01772 558 863  
Text: 07894 332 345  
[hello@disability-equality.org.uk](mailto:hello@disability-equality.org.uk)

Local Accessible Taxi: AAA Taxis - **Preston**  
01772 555111

Millers Citax - **Preston**  
01772 884000

Paulstaxi - **Preston**  
07710 336388

Local Public Transport: National Rail Enquiries 08457 484950  
Bus station 254272