



## **Droitwich Spa Town Council**

### **ACCESS POLICY & STATEMENT**

#### **HERITAGE & INFORMATION CENTRE**

#### **The museum's mission**

The Droitwich Spa Town Council Heritage Centre exists to stimulate the interest of local, national and international visitors to the surrounding area, to enable them to explore its past through curated displays and the provision of information relating to local history from the Stone Age to the present day.

#### **Our definition of access**

We recognise access as something which is made possible when physical, cultural, social, financial, intellectual, psychological and emotional barriers to learning and enjoyment of the museum are removed, reduced, or overcome.

#### **Our commitment to accessibility**

Our commitment is long term and our aim is to achieve the optimum level of access to the Museum's collections, and to enable the widest possible spectrum of people from all sections of the community to enjoy independent use of the museum's public facilities.

Our Access Policy is one of continuous incremental improvement as our resources permit. Our policy is to build accessibility into everything that we do to develop and improve the Museum. We undertake specific projects to eliminate barriers to access, which we identify in our building and in relation to our exhibitions. We consider:

- Physical accessibility – enabling those with physical disabilities to reach and appreciate every part of the Museum and Heritage Centre. The

needs of the elderly and of people caring for the young children are considered under physical access issues.

- Sensory accessibility – enabling those with impaired vision or hearing to enjoy and appreciate the museum’s building, exhibitions and collection.
- Intellectual access – enabling those with learning disabilities to engage with and enjoy the museum and its exhibitions.
- Cultural access – enabling those for whom English is not a first language, or whose background knowledge of English history and culture may be limited to engage with and enjoy the museum and its exhibitions.
- Emotional and attitudinal access – we strive to welcome visitors from all sections of the community and make their visit as enjoyable as possible.

The museum is open to the public 6 days per week. Opening times are Monday-Friday 10:00am-4:00pm and Saturday 10:00am-1:30pm. The centre is closed on Sundays and bank holidays. The centre may open for a longer periods during festivals.

There is no free parking available. There is limited on-street parking and we are close to main town centre car parks.

A virtual reality tour of the entire Centre can be viewed ahead of a visit to us, at <https://www.visitdroitwichspa.com/droitwich/tourist-information-heritage-centre/> . The aim of the tour is to show accessibility and layout and enable visitors to manage expectations ahead of a visit.

There are no admission charges to the Centre and the gift shop stocks a range of souvenirs in a variety of price brackets.

## GENERAL

The entrance to the Heritage Centre is on a level with the ground outside. There are no steps or slopes leading the entrance and the ground is smooth and easy to navigate. The building is accessible from the pavement via a ramp.

The entrance is accessed through two sets of double doors under a veranda, they can be opened up to allow easy access for pushchairs and wheelchair users. The first set of doors open outwards and the second set open inward. The single outside door is always open during opening hours.

On entering the building there are a number of display units with items to buy, and a large selection of literature on various sized carousels of differing heights. There is always a clear space big enough for a wheelchair user to navigate around. Some of the display cases can be difficult to reach for wheelchair users and staff are happy to assist where required. There is enough space where the holiday brochures

are housed for a wheelchair user to peruse the stock, occasionally assistance may be required to reach a brochure.

The main reception/enquiry desk is too high for a wheelchair user to see above, however, there is a lower desk located to the right hand side of the entrance which allows wheelchair users to easily communicate with the manager.

All the rooms within the Heritage Centre are level and have one or two chairs for visitor comfort should these be required.

There is a unisex toilet available, accessed via a corridor and single door which opens outwards.

There are no eating areas in the Centre, however, we benefit from a central location providing a range of nearby facilities, shops and cafes.

The right of future generations to enjoy access to our present collection is safeguarded by high standards of handling and preservation requirements. Where possible, we pay due regard to adhering to relevant environmental standards for our Museum and Archival collections.

We welcome children of all ages. The Heritage Centre team does reserve the right to ask anyone to leave if they are behaving in a way not considerate to the building and its contents.

Assistance dogs are welcome.

There is currently no hearing loop present in the building.

Should the fire alarm sound, we would ask that you vacate the building via the front doors, or follow a staff member to the nearest fire exit, and gather at the meeting point in the front gardens.

### SALT MUSEUM

On one level. Accessed from the main reception area through double doors, which remain open at all times, with access for pushchairs, wheelchair users and those with difficulty walking. There is one circular route around the Museum, with floor space is wide enough to fit a wheel chair around. Some of the displays may be too high up for a wheelchair user to read, to overcome this history leaflets are available with a summarised version of the exhibition boards, the artefacts can be seen from wheel chair height.

Lighting can be a little subdued. For those who are visually impaired there is audio available, which provides them with an introduction to the salt history of the

nineteenth century in Droitwich Spa. Guided tours can be provided via prior arrangements. There are also tinted overlays for reduction of visual stress present in the museum, should they be needed.

For those who are hard of hearing there is a printed version of the poem which is read on the audio display.

### 'DROITWICH CALLING' RADIO ROOM

From the main reception area, accessed via a corridor and single door which opens outwards. This is a fire door so remains closed at all times. The exhibit is housed both in a small space outside of the actual 'radio room' with a number of objects on display, and in a small room. Wheelchair users can view the layout of this room, but without close access. As a partial solution to this, a film relating to the exhibits can be viewed outside the room, showing the equipment being demonstrated.

Some parts of the room have audio, which will prove helpful for people who are blind or partially sighted, however this audio does not tell the whole story of Droitwich radio. If required, guided tours can be booked in advance.

There are leaflets available detailing the history of the display itself and the history of Droitwich Radio.

There is one chair present in this exhibition, should it be needed.

If you have anything specific that you wish to discuss with us regarding access and your needs, then please do not hesitate to contact us at Droitwich Heritage Centre, tel: 01905 774312 or email: [heritage@droitwichspa.gov.uk](mailto:heritage@droitwichspa.gov.uk).

This Access Policy is now available to view and download on our website: [www.droitwichheritagecentre.org.uk](http://www.droitwichheritagecentre.org.uk).

We are always happy to help.

**DATE CREATED NOVEMBER 2018**