

# ACCESSIBILITY STATEMENT

Derby Museum and Art Gallery

Updated 1 July 2020



## INTRODUCTION

*\*\*The following information has been modified to reflect the safety measures we have introduced in line with Covid-19 safety guidelines. These changes are outlined below in green and will be reviewed regularly in accordance with Government advice.*

Situated in the heart of the city centre, in the Cathedral Quarter, Derby Museum and Art Gallery is home to a fascinating and diverse range of nationally (and internationally) significant collections. The museum is part of Derby Museums Trust which runs three museums in the city: Derby Museum and Art Gallery, The Silk Mill and Pickford's House. The Museum and Art Gallery is best known for the Joseph Wright of Derby collection.

The museum is based on three floors with lift access from the ground floor to all levels. An induction loop is available at reception and Visitor Experience Assistants are on hand throughout the museum to offer assistance. We are an established 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 01332 641901 or email [info@derbymuseums.org](mailto:info@derbymuseums.org).

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## PRE-ARRIVAL

- For full details on how to reach us please see the [Visit](#) section of our website: [www.derbymuseums.org](http://www.derbymuseums.org) or telephone 01332 641901.
- The nearest railway station is Derby, which is 1.2 miles (a 20 minute walk) away. Taxis are available at the station.
- There are frequent and regular bus services into the city centre, operated by Trent Barton and Arriva. The bus station is a 10 minute walk away.
- Taxis are available 100 metres from the museum or can be obtained by staff on request.
- The main road outside the Museum & Art Gallery has a wide paved path.

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## CAR PARKING AND ARRIVAL

- Derby Museum and Art Gallery has no on-site parking facilities.

- There are limited parking spaces for Blue Badge holders on the Strand opposite the entrance to the museum.
- The nearest off site car park is Parksafe on Bold Lane, 50 metres from the museum, which has 350 daytime spaces. There is a charge of £5 for up to 4 hours. There are 11 clearly marked Blue Badge parking spaces available free of charge. Sat Nav Directions for this are DE1 3NT.
- A drop off point outside the museum is available if booked in advance.
- All pavements surrounding the entrance are well paved and flat.
- The main entrance door is automatic door and opens to 1550mm/61 inches.

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## MAIN ENTRANCE

*In order to support public safety during the Covid-19 Pandemic, we have put in place appropriate adaptations to the Museum and Art Gallery building, which includes changes to the main entrance. This is to allow for safe visitor flow and social distancing throughout the galleries.*

**WE HAVE REDUCED OUR OPENING HOURS TO ALLOW FOR ENHANCED CLEANING – THESE ARE AS FOLLOWS:**

- Tuesday-Saturday (10.30am-4.30pm – last admission 4pm)
- Sunday (12-4pm – last admission 3.30pm)

**ADMISSION TO THE MUSEUM WILL BE GRANTED TO SMALL GROUPS OF VISITORS EVERY 15 MINUTES**

**THERE WILL BE A NEW TEMPORARY MAIN ENTRANCE ON THE STRAND** (*please see information below about our accessible entrance via the shop*)

To ensure social distancing and to create a safe, one-way linear route through our galleries, our main visitor entrance will be temporarily located on The Strand:

- This has 3 steps from the pavement to a foyer area
- There is then a large flight of stairs to the upper galleries comprising: 2 steps to a small landing; 9 steps to a small landing; 17 steps to a small landing; two steps to a large landing and then 3 steps into the World Collection Gallery where the linear route begins.
- A buggy park is located at the bottom of these stairs.
- There is no hearing loop.
- The area is lit with a series of wall lights giving a good level of illumination as well as natural daylight from above.

## AN ACCESSIBLE ENTRANCE WILL BE MADE AVAILABLE FOR DISABLED VISITORS ONLY VIA THE MUSEUM SHOP

- The shop entrance is situated on the ground floor, with step free, level access throughout.
- The entrance, reception and shop are well lit with natural daylight and fluorescent lighting overhead.
- There is a hearing loop.
- A magnifying glass and pad and paper are available from staff on request.
- The museum may offer a wheelchair for hire on advance request.
- **Important information for wheelchair users:** Safety of our visitors is our first priority and unfortunately due to the nature and design of this building, we can only safely evacuate two wheelchair users from the upper floors of the museum. Therefore for safety reasons we can only accept two wheelchair users onto the upper floors of the building at any one time in order to guarantee your welfare in the event of an emergency.

If the group consists of more than two wheelchair users it will be necessary to split the group into at least two parties and do a staggered visit. While one party accesses the galleries, the other group can be welcomed into the café and enjoy our porcelain displays and a hot drink with a 20% discount.

## WE WILL BE CONTACT TRACING AND TAKING YOUR TEMPERATURE ON ARRIVAL

- We will be implementing contact tracing on arrival, as recommended by the UK Government. For the purpose of contact tracing it will be necessary, upon entry to the museum, for us to obtain each visitor's (or head of family) name and contact details such as a phone number or email address. The information provided will be kept in a secure place and only used for the purpose of contact tracing should it be required. It will only be kept for 21 days and will be disposed of securely after that period of time. Should a person refuse to give their details, entry will not be permitted into the museum.
- As well as asking all of our visitors to sanitise their hands on entry, we will also be asking every person entering the building for a temperature check. This is to ensure the safety of others and we may not be able to admit you to the museum if you are showing a temperature.

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## DISPLAYS AND EXHIBITS

**SOME EXHIBITS AND INTERACTIVES MAY BE TEMPORARILY CLOSED DURING THE COVID-19 CRISIS**

- There is an interactive map in the Soldier's Story gallery which can be accessed from either a standing or sitting position.
- Interpretation boards are in large text in some galleries.
- Most exhibits are held in glass cabinets and some may not be visible if the eye line is below 1 metre.
- Seating is available throughout the first floor of the museum.
- Floor surfaces are mostly wood and laminate throughout the museum.
- The lighting in the galleries is generally bright and evenly lit with fluorescent lights and spots, however, some galleries are dimly lit to aid the preservation of exhibits.
  
- Soundscapes play in the World Collections, Joseph Wright and Nature galleries

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## **PUBLIC TOILETS AND HAND-WASHING FACILITIES**

- Two unisex public toilets are located on the top floor, which are accessible by a lift from all floors.
- An accessible toilet is available on the first floor which is accessible by a lift from all floors.
- The door is opened with a touch pad, and is 810mm/32 inches wide.
- The toilet is 460mm/18 inches high.
- The transfer space is towards the right hand side and is approximately 910mm/36 inches.
- There are three handrails behind the toilet, two vertical and one horizontal.
- Toilet flushes, hand driers and taps are motion activated in all toilets.
- Flooring is non-slip tiles and of a cream colour to contrast with the black wall tiles.
- Emergency pull cord in accessible toilet, which has a flashing and audible alarm.

## **HAND SANITISERS WILL BE MADE AVAILABLE FOR VISITORS TO USE THROUGHOUT THE MUSEUM AND ART GALLERY**

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## **SHOP**

### **FACILITIES FOR CONTACTLESS PAYMENT AND DONATION WILL BE AVAILABLE IN THE SHOP**

The shop is located on the ground floor.

- It features a range of items including jewellery, souvenirs, books and children's toys.
- The shop is accessed **on the way out of the museum and then exit through the main automatic door**, as described above.
- Background music may be playing.

- The shop includes some high-level shelving, however, staff are available to offer assistance if required.

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## CATERING

Our Coffee House is located on the ground floor of the museum and has level access throughout.

- Tables in the café are well spaced apart, with a clear height from the floor of 720mm/28ins, with upright chairs without arms.
- Lighting in all areas is natural daylight with overhead lighting used.
- The floor is light grey polyfloor.
- The entrance doors to the café are 1200mm/47" wide.
- Where possible all our food produce is locally sourced. We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have.

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## ADDITIONAL INFORMATION

Full details of our evacuation procedures can be obtained by contacting the museum.

Evacuation chairs are available in the event of an emergency.

All staff are trained in fire evacuation procedures.

All service dogs are welcome, water available.

A fridge is available upon arrival for medications etc.

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## CONTACT INFORMATION

Address: Museum & Art Gallery, The Strand, DE1 1BS

Telephone: 01332 641901

Minicom: 01332 256666

Email: [info@derbymuseums.org](mailto:info@derbymuseums.org)

Website: [www.derbymuseums.org](http://www.derbymuseums.org)

Grid Reference: SK 351 364

Hours Of Operation: Tuesday – Saturday – 10am to 5pm. Sundays – 12.00 - 4.00pm. Please phone for Christmas and New Year opening times

Local Accessible Taxi: [www.taxiregister.com/derby](http://www.taxiregister.com/derby) 01332 717171

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Local Public Transport: Derby's position at the heart of the country means it has excellent road, rail and air links. The city is just one hour and 40 minutes by rail from London, and trains from Derby can also take you as far north as Edinburgh and as far south as Devon. East Midlands Airport is 15 minutes' drive away from the city centre, and has flights to Europe and beyond. Road links are also good around the city, with the A52, A50, A6 and A38 running through Derby and junctions 24 and 25 of the M1 just 15 minutes' drive away. Derby City Council work in partnership with local bus companies, including Trent Barton and Arriva, to make sure public transport to and from the city is co-ordinated and to encourage people to travel by bus or rail instead of by car. Trent Barton: opening hours are 8am to 7pm Monday to Friday & 8am to 12pm on Saturday, they can be contacted by telephone on 01773 712265. Arriva: 0344 800 44 11

Local Carers: [www.disabilitydirect.com/derby](http://www.disabilitydirect.com/derby) 01332 299449

Local Equipment Hire: [www.disabilitydirect.com/derby](http://www.disabilitydirect.com/derby) 01332 299449

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