



Access Statement for Lancaster Maritime Museum

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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

Lancaster Maritime Museum. St George's Quay is on the edge of Lancaster City Centre, just a few minutes' walk from the central shopping streets and several other museums. There are good transport links to within 1 mile of the museum and the Quay on which it stands is flat with good pavements, however routes down from the city centre are steep.

Lancaster Maritime Museum is a VAQAS Quality Assured Visitor Attraction.

There is lift access to all levels of the museum making it fully accessible. Evacuation in the event of an emergency can be carried out via our staff operated evacuation lift, however due to the size of the lift and associated fire refuge, the number of visitors who would require the use of this lift to evacuate must be limited to 4 at a time on the upper level of the museum.

Hearing loops are provided.

Pre-Arrival

Lancaster Railway station is less than 1 mile away and has a taxi rank situated outside. Both major local taxi services, 32808 taxis and 848 taxis can provide accessible vehicles. Both road and footpath routes from the station are down a steep slope.

Lancaster Bus station is less than 1 mile away and the route from the station to the museum is flat. Bus routes number 12 and X1 go down St George's Quay and stop opposite the museum entrance. Visitors should get off at the St George's Quay stop for both routes.

The streets and pavements directly around the museum are flat and in good repair. There is a footpath down from Lancaster Castle which is a quick route up to local attractions and the train station, but this route is very steep and includes cobbles and steps at times.

There are audio interactives on all levels of the museum, as well as computer based interactives in large print.

Car Parking and Arrival

There is free car parking at the rear of the museum, however this is public car parking and does not belong to the museum, as such it can get full very early in the day. There are 3 hour free parking bays along St George's Quay including right outside the museum entrance. The bay next to the door of the museum includes one disabled space with dropped curve which is less than 20 meters from the door. The pavement to the museum is flat with concrete paving slabs in good repair. Again, this parking does not belong to the museum but is public parking and so spaces cannot be guaranteed.

There is street lighting in the back car park and along St George's Quay over the parking bays. There is no official drop off point for visitors but there are areas where cars would be able to stop next to a dropped section of curb along the Quay.

The entrance to the museum is through automatic doors with no steps.

The entrance door has a clear door opening of 84cm/33 inches, doors to the lift and throughout the Customs House section of the museum are also this width or wider. The lift doors have a clear opening of 84cm/33 inches but the interior of the lift is small with a limit of 5 people in the lift at any one time. The lift would only be big enough for one wheelchair or mobility scooter at any one time. The lift is too small for wheelchairs or mobility scooters to turn around in however between the Customs House and Warehouse visitors enter and exit on different sides of the lift making turning round unnecessary.

The smallest door opening in the museum is the entrance to the accessible toilets, as a handrail on the door reduces the space available. This door has a clear opening of 73cm/29 inches. Other, non-accessible toilets are available with wider doors.



Main Entrance, Reception and Ticketing Area

The entrance to the museum is through the shop which is located on the ground floor with no steps. There are no steps inside the building on the ground floor. Stools are placed around the museum for the use of the public alongside several interactive

exhibits which include seating. These include a mock stage coach and canal boat and a film show. Seating is also available in the café on the top floor.

The entrance has a stone slab floor throughout and is level. The whole ground floor area is lit by a combination of track lighting and natural light via the windows. Lighting can seem dim in the larger rooms if light levels outside dip.

No low area of the counter is provided however staff are always in attendance to assist visitors or come around the front of the counter to issue tickets or carry out transactions. There is no glass across the counter which might make hearing or lip-reading difficult and a hearing loop and signage detailing ticket prices and other useful information is available in reception. A floor plan map is made available to all visitors.

Attraction (displays, exhibits, rides etc.)

The museum displays include orientation leaflet, traditional boards and cases containing objects, labels, audio interactive, computer based interactive (available in large print), children's interactive areas and a video with subtitles.

Information boards have numerous illustrations and most have some information included in a large font size. No braille or translation is included in boards but orientation leaflets in several languages are provided for free. Computer based interactive area does include background sounds when not in use, no other background music or sounds are used in the permanent galleries, although background sounds or music may be used in temporary exhibitions. No flashing lights are used in any of the permanent galleries.

Floor covering throughout the museum include stone slabs, short-pile carpet, wood, and linoleum. Seating is provided around the museum with stools and chairs available throughout. Lighting is provided by track lighting and natural light via windows throughout. Light levels can dim when natural light is low.

With exception of toilet door detailed above all doors are a minimum of 84cm/33inches. Doors to canal boat and stagecoach are smaller due to accurate recreation of these forms of transport and may not be accessible to wheelchair users, though audio interactive in these areas can be heard from outside the structure. Steps up to stagecoach interactive.

Public Toilets

WCs situated on ground floor in the custom house. WCs on the warehouse level are situated on the mezzanine and are not accessible except by 1 flight of stairs. One accessible WC located on the ground floor of the custom house. All toilets in the Custom house are unisex and single cubicle including a toilet, sink, and paper towels. Baby changing facilities are provided in the non-accessible toilet on the ground floor of the custom house.

All toilets are open to public use during operational hours and are only locked if out of order. There are no steps or uneven floors on the approach to the Custom house toilets. The WCs have laminate flooring throughout while the sinks include 1 level tap for cold water and hot water via a touch free 'Sanspray' water heater.

Clear door opening to WCs are 78cm/31inches to non-accessible toilet and 73cm/29inches to accessible toilet. There is room for a wheelchair to the left of the accessible toilet in a space which measures 107cm/42inches across. The seat of the WC is 36cm/14inches from the floor. Horizontal grab rails are provided on the wall next to the toilet and on the inside of the door at 65cm/27inches high, and a pull down horizontal bar is situated to the left of toilet at 71cm/28inches high. This can be locked in a vertical position when not needed to maximise space available and allow easy access to the WC.

Lighting comes from one fluorescent light and natural light via the window. There is no flashing light to signify a fire alarm, but staff are trained to check the toilets in the event of any emergency. No emergency pull chord is currently provided.

Catering

Currently the café is situated on the top floor only. Bags of sweets can be purchased in the downstairs shop however drinks and more substantial food is at present only available from the café. Access to the café is via lift which can be used to evacuate the building, however due to the size of the lift and associated fire refuge, the number of visitors who would require the use of this lift to evacuate must be limited to 4 at a time on the upper level of the museum. Alternative access is gained up 4 flights of stairs. The warehouse level which includes the café is level throughout except for a mild slope up to the education room and oil rig sections.

Wooden chairs and tables in the café are all moveable to make extra room. Chairs have no arms and tables are circular with one central pedestal. The floor is non-slip laminate and the café is lit by a combination of ceiling mounted spot lights and natural light from the window. A selection of sandwiches, cakes, confectionary, and drinks are available. Food is collected by the customer on trays, but staff are always on hand to assist and bring purchases to a visitor's table. Plastic crockery and beakers available on request.

Paper menus are situated on tables along with a blackboard menu in the café area. Staff are always on hand to assist with selection or read out the menu. White crockery is used tables with green spotted table cloths. The nearest WC to the café is on the mezzanine in the Warehouse section and is not accessible. Accessible toilets can be accessed in the Custom house via the lift.

The route from the entrance to the café consists of a level stone floor in the shop followed by a wooden jetty (155cm wide) to the lift and then a small section of short-pile carpet to the café, the route is level throughout with no steps.

Shop(s)

The shop is based on the ground floor at the main entrance/exit. It is level throughout with gaps of at least 84cm/33inches between stands and shelves. No low counter section provided but staff are always present to help any customer. Display racks are a mixture of wooden shelves, plastic display units, and wire wracks. Staff are always available to assist customers and provide access to any product. No background music is used in the shop but a hearing loop is provided.

Doors to and from the shop are a minimum of 84cm/33inches.

Grounds and Gardens

We have a very small yard in the museum which connects the shop to the lift. Above this the exhibition areas are linked to the lift via a wooden jetty. Both routes are flat with wooden slats underfoot. The wooden walkways are a minimum of 155cm/61inches wide. Outside of these walkways on the ground floor are cobbles, but this area is not in general public use. There are no seats in the outside areas, but they are very small and usually used only for egress to the lift.

Additional Information

An Evac+ Chair is provided on the upper level of the Custom house for assisted evacuation, however fire evacuation will be carried out via the evacuation lift if at all possible.

Assistance dogs are welcome in the museum and pictogram signage is used throughout on emergency exits. Emergency signs are green and white in colour in a large font, and glow in the dark.

Close accommodation can be found at two pubs along the Quay, or at numerous establishments in the city centre a few minutes' walk away. A large Travelodge has recently opened in the town, this is lift accessible but no accessibility statement for the company could be found.

Future Plans

Future plans for accessibility include expanding the menu in the café and providing it in large print. Guides to the museum will also be produce in large print and the possibility of a Braille guide will be explored.

An emergency evacuation information sheet will be produced to help anyone who is hard of hearing in the event of an emergency.

Contact Information

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Website:	www.lancashire.gov.uk/museums
Grid Reference:	SD 47354 62268
Hours Of Operation:	April – October 11am-5pm daily November – March 12:30 – 4pm daily Closed for Christmas and New Year
Local Accessible Taxi:	32808 Taxis (101524 32808) and 848 Taxis (01524 848 848) both have accessible vehicles available in their fleets.
Local Public Transport:	Lancaster Train Station and Lancaster Bus Station are both less than 1 mile away.