

Access Statement for Stevenage Museum

This page sets out Stevenage Museum's Access Statement based on a template provided by Visit Britain.

What is an Access Statement?

An Access Statement is a written, clear, accurate, and above all honest description of our current facilities and the services we offer, to enable you to make an informed decision as to whether the Museum meets your particular access needs.

Introduction

The Museum tells the story of Stevenage from pre-history to its development as the first New Town and on to the present day, using objects (both in cases and on open display to touch and explore), text panels, with (hearing loop) sound summaries of key panels, films, and a variety of hands on activities and computer interactives. The museum is housed in the undercroft of the parish church of St Andrew and St George. The entrance to the museum is ramped and all displays and activities take place on one level. Facilities include a disabled toilet with baby changing, a small coffee area and gift shop.

Pre-Arrival

- The museum is underneath St. Andrew and St. George's church on St George's Way and is well signposted from the town centre for pedestrians. You can plan your journey by car or public transport using www.transportdirect.info to get directions, simply enter your postcode and ours, which is SG1 1XX.
- There is no on site parking for general visitors, but if you have mobility problems you can be dropped off/park on the church forecourt in Cuttys Lane. The Museum entrance is at the other end of the church, approximately 150 metres away, with a level path and ramped access that is accessible to wheelchair users.
- Parking for general visitors is in the multi-storey car parks on St. George's Way opposite the museum, the costs are reasonable.
- The nearest railway station is 0.5 miles away and there are taxis available, or it is a 10-15 minute walk across the pedestrianised town centre.
- By bus, the town's main bus station is 0.3 miles away, a 5-10 minute walk away across the pedestrianised town centre.
- The museum shares use of a wheelchair with the church upstairs, if you would like to have it available for your visit, please let us know in advance so that we can make the necessary arrangements.

On arrival

- General admission is free, however a small charge may be made for some events.
- The entrance to the building is ramped, with handrails.

- Immediately on entering there is door matting flush with the floor beyond which is the carpeted reception and shop area.



Main Entrance, Shop & Reception

- The main entrance doors are manual double glass doors, 1.35 metres wide
- There is a hearing loop at the reception desk
- The reception desk is at two heights, 98cms and 74cms
- The shop sells souvenirs, toys, books, postcards and prints. We accept cash and cheques but are unable to accept card payments, on site. We do accept credit and debit cards (Maestro, VISA, MasterCard) for telephone sales over £5.
- Also available at the reception/shop – ask for free colourings (samples with codes are just to the right of the desk as you face the till) and pencils to use during your visit
- There is one unisex accessible toilet with baby changing facilities on the left just past the reception desk, through a single door 77cms wide, then a second door 80cms wide on the right.



Details of unisex accessible toilet:

- Width of door is 80cms
- Transfer to the toilet is from the left from a seated position (36cms between wall and side of toilet)
- The height of toilet (floor to seat) is 49cms
- The height of the wash basin (floor to rim) is 70cms
- There are vertical and horizontal wall rails to the left of the toilet (opposite side to transfer)
- There is a vertical wall rail to the right rear of the toilet
- A drop-down grab rail can be lowered from a vertical to horizontal position to the right of the toilet
- There is an alarm call cord (red) which alerts Museum Reception

Public Areas - General

- The flooring throughout the museum is of carpet, wood and vinyl
- Seating is provided in most galleries
- Lighting is mainly by spotlights but at low brightness to protect the artefacts
- The environment is maintained by a zoned environmental system which aims to keep temperature below 23 degrees Celsius and relative humidity below 55%
- A recorded Closed Circuit Television System (CCTV) operates throughout the building
- The galleries include a variety of opportunities for accessing information, including text panels and listening posts, film, handling/tactile objects, toys and dressing up clothes.

Toilets (WCs)

- There is a male toilet (WC), 2 urinals, 1 cubicle
- There is a female toilet (WC), with 2 cubicles
- These toilets are usually locked to prevent vandalism – just ask at the reception for them to be unlocked

Refreshment area

- There is a hot drinks machine, tables and chairs in the museum foyer and cold drinks and confectionary are available for sale in the shop.

Additional Information

- Service dogs welcome
- No smoking in the building

- There are sound recordings, including one with music, associated with some displays and sometimes temporary exhibitions include music and other audio-visual content
- All staff attend Disability and Diversity awareness training
- First Aid trained staff

Contact Information

Address: Stevenage Museum, St George's Way, Stevenage, Herts SG1 1XX

Telephone: +44 (0)1438 218881

Email: museum@stevenage.gov.uk

Website: www.stevenage.gov.uk/museum

Minicom: Not available

Reference for Satellite Navigation is 51° 48' 13.9" N Latitude
0° 34' 26.8" W Longitude

Hours of opening

Wednesday-Friday: 10am-4.30pm

Saturday: 10am-5pm

Closed on Bank Holidays

Local public transport information:

Intalink: <http://www.intalink.org.uk> provides travel information including timetables and routes for the whole of Hertfordshire.

Future Plans

We welcome your feedback to help us continuously improve. If you have comments or suggestions please leave them with a member of staff or at reception before you leave or phone or email them to us. Should you have a complaint please ask to speak to the Duty Manager.