

# Leicester City Council's Museums and Galleries

## Access Policy 2016-20

---

This policy covers all aspects of public access for general visitors to the council's museums (New Walk Museum, Newarke Houses Museum, Jewry Wall Museum, Guildhall, Abbey Pumping Station) as well as some aspects of access to collections not displayed in museums. It does not include access to stored collections, collections enquiries or access by researchers working in non-public spaces. These will be covered by a separate policy to be published in 2016.

It applies to all museum visitors whether or not they are local residents.

Leicester's museums and collections are provided for the inspiration, education and use of our visitors and potential visitors. All people and sectors of the community have the right to engage with, use and enjoy museum collections. We are therefore committed to making all aspects of our activities as accessible as we can. This includes our buildings, collections, events, displays, exhibitions, and learning programmes.

The basis of our policy is that accessibility is as much about promoting equality of opportunity as it is about addressing any specific barriers that might prevent people from accessing our sites and collections.

### Our commitment to accessibility

---

We will seek to build accessibility into everything we do, to develop and improve our service. We will make continuous improvements as our resources permit, and will take into consideration feedback from the public.

We will train our staff and volunteers on accessibility issues.

We will consider the following in seeking to eliminate barriers and ensure equality of opportunity for all:

- Physical – We will help people with physical disabilities to engage with and enjoy the museum's buildings and collections, as well as people with mobility difficulties such as elderly people and parents with young children.
- Sensory – We will help visitors with sensory difficulties, vision and/or hearing impairments, to engage with and enjoy the museums and collections.
- Intellectual – We recognise that people have different learning styles and needs and we will provide interpretation in a range of different ways. We will also seek to include a variety of "voices" to add richness to our narrative content, recognising that our visitors have different perspectives and interests. We aim to ensure people of all intellectual abilities, including those with learning difficulties, can engage with and enjoy our museums and

collections. Our aim is to provide a service that is relevant to and reflective of the people of Leicester.

- Language – We will consider the language needs of all our visitors including people for whom English is not their first language.
- Cultural – We recognise that our visitors and potential visitors come from different cultural backgrounds, and include many whose knowledge of English history and culture may be limited.
- Ambience – We will seek to ensure that our museums’ environments, staff and volunteers are welcoming to all our visitors and help them to feel welcome, safe and comfortable.
- Financial – We normally provide free access to all our museums. We charge for certain events and activities but where possible we try to ensure that any charges are affordable whatever the financial circumstances of our visitors and potential visitors.

## Buildings

---

We aim to provide physical access to public areas in our buildings and facilities for all our visitors. However all our sites are historic listed buildings in their own right, and so some physical adaptations cannot be provided. In these circumstances we will try and find other ways to make our collections and the museum experience as accessible as possible.

## Collections

We are committed to increasing public access to our collections and information about them.

We will do this in varied ways, including for example displays, handling sessions, publications, talks and events as well as on-line access.

We will seek to provide access to our collections across the city without the need to visit museums, for instance through outreach work using handling collections, “pop up” museums with temporary displays, loans of exhibits to non-museums, and our permanent museum display areas in three libraries.

We will also provide access to our collections beyond our museums and beyond the local authority area for instance through loans, publications, media coverage and on-line services. Our museum websites will provide information about and access to our collections.

We also encourage people to engage with our collections as volunteers, supported directly by the arts and museum service or as members of our various museum supporters groups.

## Museum experiences beyond our buildings

---

We will, where resources allow, develop museum displays in community locations, such as libraries and neighbourhood centres.

We also provide related information on the story of Leicester at Visit Leicester, the city's Tourist Information Centre. Heritage interpretation panels across the city provide on-the-spot information about the Story of Leicester, and displays are provided at other locations such as City Hall.

## Learning activities

---

In addition to our schools' programme, we will provide formal and informal learning opportunities for all age groups, for instance through family activities, events and talks.

## Visitor services

---

Our front of house staff will welcome all visitors and assist them as and when required. They will be available in the galleries to help visitors understand and enjoy the collections.

In our standards of customer care we aim to meet the nationally recognised Visitor Attraction Quality Assurance Standard (VAQAS).

We will consider the comfort and access needs of our visitors by providing, where possible, lifts, accessible toilets, baby changing facilities, access and storage for pushchairs, seating in galleries and on-site wheelchairs.

Whilst aiming to meet the needs of all our visitors, we are disability-friendly, family-friendly and child-friendly venues.

We recognise that our visitors wish to do different things and will often behave in non-typical ways. We will not restrict any activity without a good reason, and this will be explained if the need arises.

We recognise that many visitors come with carers, and the needs of both are important to us.

## Communication

---

We will promote the Service's activities and events using a range of media, to maximise engagement with our diverse audiences.

We will provide a range of ways that people can communicate with us.

We will communicate using plain English, which is free from jargon and appropriate for our intended audience.

We will evaluate our services and projects to ensure they meet the provision of this policy. We will consult users and non-users on new developments, and we will communicate our future plans to them.

## Access Statement Jewry Wall Museum



This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer all our visitors.

### Introduction

Leicester was one of the most important settlements in Roman Britain and Jewry Wall Museum stands next to one of the city's most famous land marks: the Jewry Wall itself and the remains of the Roman town's public baths.

The celebration of Leicester's Roman history continues inside the museum, with stunning collections including detailed mosaics, intricately painted wall plaster and a beautiful Roman cavalry helmet cheek piece.

Complementing our Roman archaeology collections, there are fascinating artefacts from other eras. There is something of interest for the whole family.

We look forward to welcoming you. If you have any queries or require assistance please telephone 0116 225 4972 or email [museums@leicester.gov.uk](mailto:museums@leicester.gov.uk)

To find out more about the Jewry Wall Museum and for more details about access and links to travel information and maps please visit:

<http://www.visitleicester.info/things-to-see-and-do/arts-museums/leicester-museums/jewrywall/>

## Pre Arrival

**Opening times:** Monday to Sunday: 11.00am - 4.30pm (1<sup>st</sup> February to 31<sup>st</sup> October)

**Closed:** 1<sup>st</sup> November to 31<sup>st</sup> January except for special events

- Admission is free except for special events.
- For full details and maps of how to reach us please see the directions section of our website, alternatively you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info); simply enter your postcode and ours, which is LE1 4LB to get directions.
- The nearest railway station is a 20 minute walk away on London Road. Taxis are available at the station. If you require an accessible taxi you can book this in advance on 0116 251 5105
- Jewry Wall is located in Leicester City Centre on St Nicholas Circle, opposite the Holiday Inn. Jewry Wall is within walking distance of most car parks, the Holiday Inn car park is the nearest to Jewry Wall
- For more details including local bus information please visit [Google Maps](#).
- To plan your journey to Leicester please visit [Leicester travel pages](#)
- All the links can be found on our website:

<http://www.visitleicester.info/things-to-see-and-do/arts-museums/leicester-museums/jewrywall/>

## Car Parking & Arrival

- Jewry Wall Museum has no designated public car park. However two disabled parking bays are available to access. Availability cannot be guaranteed so you are encouraged to call the museum on 0116 225 4971 to reserve a space.

- To gain entry to the disabled parking bays in the car park, access is available via Holy Bones where level access to the museum is available.
- The nearest public car parking spaces are available at St. Nicholas Circle (Holiday Inn) and on-street parking is also available on Welles Street, but spaces are limited. Please call 0116 223 2148 for further details.
- The Jewry Wall Museum is situated below ground level. There are two entrances to access the museum, one on St Nicholas circle with steps going down to the museum and the other is the disabled access.
- Disabled access route: you can walk via St Nicholas Circle onto St Nicholas Walk (pathway behind the actual wall) the walk way is 2m wide with a mix of cobbled and tarmac, with an uneven surface. You turn left onto Wells street (please note the pavement is uneven) and turn into the carpark gates which are 330cm wide.
- Alternatively you can walk or drive from St Nicholas Circle, onto Vaughan Way, left onto Holy Bones which merges into Welles Street and turn left into the car park
- Users or people with limited mobility may experience slight difficulty with access on the cobbles.

## Main Entrance & Reception

- The entrance doors to the museum are large glass doors, with a disabled automatic door and are very accessible; they are 86cm wide. There is a touch pad to the right of the door to open it and there is a similar push pad to your right when you leave.
- The reception desk on your left after entering into the building. The area is well lit with spotlights and large panes of glass which allows good visibility in natural light.
- The reception and counter area is used for information, shop purchases and tickets for upcoming events. The desk is open with no glass partition and has a low area suitable for wheelchair uses. The desk height is 90cm.
- There is a small gift shop in front of the reception desk which is accessible at 60 cm height
- The whole of the museum is on one level, the floor area to reception and most of the ground floor is carpeted and is wheelchair accessible
- On event days there is a complimentary ticket policy for a carer.

- There is no hearing loop system or audio guides.
- Wheelchairs are available on loan free of charge

## Attractions & Displays

### Galleries

- The exhibitions are all situated on one level with a carpeted floor. The museum exhibitions are in chronological order from Prehistory to Romans through to Saxons.
- At the far end of the museum there is a family activity area with seating, dressing up items and other various activities.
- The gallery space is accessible for wheelchair users. It takes approximately 60 minutes to view and consists of one large open plan space.
- The exhibition is made up mostly of information panels, artefacts, touch screens and exhibition cases. The exhibitions are well lit with spotlights and large floor to ceiling windows which cover one side of the museum offering a lot of natural daylight. There is seating throughout the museum.
- There are no catering facilities on site.

### The Bath Site

The remains of the Roman bath site comprise of alternate bands of Roman brick, coursed masonry of local granite, limestone and sandstone, with grass in the centre. In the centre of the wall are two large arched openings approximately 3 metres (10ft) wide and 4 metres (13 ft) high. There are additional arched alcoves on the eastern side. There are interpretation panels across the bath site.

The whole bath site consists of uneven surfaces, with raised masonry and brick work and gravel paths. This makes it quite difficult to access by wheelchair users.

### Public Toilets

- The male and female toilets are all situated below the ground level at the very back of the museum and are only accessible by some stairs. The toilets are all clearly signposted. The staff at reception are more than happy to assist if there is any difficulty.
- Jewry Wall has one accessible toilet which is situated opposite the entrance doors.



- The accessible toilet requires a key. The key is left in the door to enable easy access so you do not have to ask staff for the key to use the toilet. It has a lever lock, a grab rail and an emergency alarm.
- The sink in the accessible toilet is fitted with a lever tap, mirror and hand drier.

## Additional information

- Assistance dogs are welcome and water can be provided upon request.
- Staff have received disability training.

## Contact Information

- **Address:** Jewry Wall Museum, St Nicholas Circle, Leicester, LE1 4LB
- **Telephone:** 0116 225 4971
- **Email:** [museums@leicester.gov.uk](mailto:museums@leicester.gov.uk)
- **Web:** [www.leicester.gov.uk/museums](http://www.leicester.gov.uk/museums)