

# **Access Policy 2017 – 2020**

**Governing body:** Trustees of Tenby Museum & Art Gallery

**Date this policy was reviewed by the governing body:**  
8 December 2017

**Date at which this policy is due for review:** December 2018

## 1. Introduction

**Our Mission Statement:** *To provide high quality educational and learning experiences to promote and encourage learners of all ages, abilities and backgrounds using the rich and varied history and culture of Tenby and the surrounding area as promotional material. This involves collecting, documenting, preserving, exhibiting and interpreting relevant material in an informative and accessible way.*

Tenby Museum and Art Gallery is the oldest independent museum in Wales, having been established in 1878. It is housed in a partly Grade II listed building within a National Park, which is owned by and leased from Pembrokeshire County Council (P.C.C.). The museum has collections of both regional and national significance. The museum is a Charitable Incorporated Organisation (CIO) and a registered charity (no. 1169435) and is governed by a board of Trustees. The museum achieved Full Accreditation status in 2006 and 2013 and is an accredited attraction under Visit Wales' Visitor Attraction Quality Assurance Scheme (VAQAS). The museum has an AMA qualified Curator, a Museum Assistant, a housekeeper, two seasonal receptionists and a team of around 20 volunteers on its workforce.

This Access Policy is designed to guide Tenby Museum and Art Gallery's approach to providing access to the collections and associated information. The museum is committed to enabling access to its collections for education, research and enjoyment by all, within the reasonable constraints of resources, conservation, security and legislation (e.g. listed building status).

In 2000 the museum underwent a major Access for All project which saw not only the internal layout of the museum altered (including elevating floors and the installation of a porch lift between floors) but also the approach hill having some of the physical barriers such as steps removed and replaced. There however still remains a gradient of 1 between 1 in 7 and 1 in 10 on the approach hill. This project was followed up in 2000/2001 by an Access to Collections project, which endeavoured to increase intellectual access to available information regarding the collections whilst remaining mindful of data protection issues.

Inclusion is a major part of the museum's philosophy. As guardians of the collections the museum is committed to increasing access to all of its collections wherever possible. In 2012 three of the galleries underwent refurbishment including the creation of new informative and more readable panels and a bilingual audio-visual display. In 2017 new bilingual panels were created for the prehistory gallery.

An Access Audit was carried out in November 2017.

## 2. Ethics and Legislation

The museum will endeavour to remain aware of all legislation regarding access issues. All staff, volunteers and members of the governing body of Trustees will be fully aware of the implications of the Equality Act 2010. The museum is committed to considering all

individuals when they are carrying out their day-to-day work. Advice has been sought on up to date policy through conversation with the Policy Department of Pembrokeshire County Council.

The museum has a policy of non-discrimination towards all staff and volunteers. The museum provides all people with equal opportunities in recruitment, employment, training and volunteering. The museum has an Equal Opportunities Policy available upon request.

The Trustees have adopted and endorsed the social model of disability, namely that people are excluded by society rather than by their own physical and intellectual limitations. This Access Policy will be implemented in line with Pembrokeshire County Council's commitment to equality and diversity through its Strategic Equality Plan and Welsh Language Standards 2016.

The Trustees agreed in line with the County Council's philosophy that the smuseum will be developed to reflect the diversity of all the communities of Pembrokeshire, both past and present, irrespective of race, colour, nationality, ethnic or national origins, language, disability, religion, belief, age, gender, gender reassignment, sexual orientation, Trade Union membership, parental, marital or social status.

### **3. Training**

All visitors will receive a warm and friendly greeting from staff. The museum has a Complaints Procedure in place. The museum follows the Kids in Museums manifesto.

All staff will be trained in how to approach and deal with visitors who have physical and sensory disabilities. Training in disability awareness will be provided for all staff annually or upon induction. This will include training in the operation of the access equipment (porch lift) and procedures to be followed in the event of an emergency. A handbook for reference is available to all staff and volunteers. All staff and volunteers are trained to ensure safe evacuation of all visitors in the event of an emergency. The museum has a Fire Risk Assessment and Emergency Manual.

A member of staff will be made available to assist disabled visitors wherever possible.

### **4. Copyright**

Tenby Museum & Art Gallery is committed to respecting copyright and other intellectual property rights. We make every effort to protect Tenby Museum & Art Gallery copyright. We also take all reasonable efforts to trace the copyright owners of images and obtain permissions for reproductions so that we can fully use and promote our assets as well as safeguard and provide access to our collections. We wish to be informed by any copyright owners who are not properly identified and acknowledged on the museum's website or in the museum's displays so that we may make any necessary corrections.

The content of the museum website is copyright @Tenby Museum & Art Gallery. Any content printed or downloaded may not be sold, licensed, transferred, copied or reproduced in whole or in part in any manner to any person without the prior consent of the museum.

It is the responsibility of an individual or organisation requesting the use of an image or creative work in the museum's ownership to apply for copyright clearance, where needed.

Where Tenby Museum and Art Gallery knows the copyright holder, it will pass this information on. It is then the responsibility of the enquirer to contact the copyright holder and negotiate clearance.

The museum's Copyright Statement is available in Tenby Museum and Art Gallery's Research Policy.

## **5. User Needs**

An Access Audit was undertaken in November 2017 under the guidance of Pembrokeshire County Council's Access Officer.

As outlined in the museum's Mission Statement, Tenby Museum and Art Gallery will inspire, educate and offer enjoyment to all and as recorded in its Forward Plan its aims are to collect, document, preserve, exhibit and interpret material in an informative and accessible way. Tenby Museum and Art Gallery is committed to reducing cultural poverty in Pembrokeshire and Wales and wherever our influence reaches.

The museum acknowledges that each user has different needs and it attempts to work towards reducing any barrier that is felt to restrict access to its collections.

### **4a. Physical Access**

The exhibitions and displays at Tenby Museum and Art Gallery are fully accessible to disabled users with the exception of one gallery (currently the Social History Gallery) and public toilet, which need to be accessed via three steps. The research facilities are also accessible to disabled users. The museum is committed to continuing to monitor and update access facilities and to improve areas where possible to increase physical access.

Stairways and handrails will be clearly designated and illuminated. Relevant emergency signage will also be illuminated. As part of the Fire Risk Assessment the museum is looking into the provision of a fire alarm for the hearing-impaired.

Tenby Museum and Art Gallery has no available parking spaces. However there are limited parking bays for Blue Badge holders. The museum can offer a wheelchair for use around the museum to visitors who require one.

### **4b. Intellectual Access**

The Trustees are committed to the following objectives:

- To ensure that all sectors of the community have physical and intellectual access to the site and collections by developing quality interpretive displays and exhibitions.
- To ensure that the displays are relevant and appropriate for visitors and use as high a quality of interpretation and design as possible and aim to widen its audience and ensure that it is drawn from the whole community, both local and visitors.
- Will consult with the community and cater for a broad and diverse range of visitors.
- Will recognise that individuals come from a wide range of backgrounds and different physical, intellectual, cultural and emotional needs.
- Interpretation will take into account different learning styles to promote learning.
- The museum is committed to playing a significant role in the delivery of the National Curriculum and life long learning.

The Trustees of Tenby Museum and Art Gallery will continue to enable intellectual access through its wide range of activities, namely: objects and information in displays and exhibitions; events and activities; formal teaching to school groups and other educational groups; outreach and talks; handling collections; guided tours; information sheets; articles and publications; up to date website; contributing to social media platforms.

Interpretive text panels will be of a readability level that is accessible and inclusive. These will be bilingual. Only one gallery in the museum is currently not bilingual. Large print texts are available for all galleries.

The museum acknowledges that it is the principal duty of all staff to safeguard the collections, to make them accessible for study and enjoyment and to preserve them for future generations. Therefore, only visitors who have made an appointment or who are on a pre-arranged tour are permitted to touch exhibits on display (outside of handling sessions) and this is done in consultation with curatorial staff. The museum will aim to fulfil all reasonable requests for handling sessions.

The museum offers access to items and collections that are not on display. This includes access to the archive and to any intellectual details of the objects. All sensitive data is however protected (please see *Collections Care and Conservation Policy* and *Collections Care and Conservation Plan*)

The museum's website details information on collections, admission fees, access, contact details, events and displays. At present the website is not bilingual or user friendly for visually impaired users. The museum will endeavour to look into the possibility of improving these on-line facilities. A copy of this Access Policy is available on the website as a downloadable pdf document.

The museum offers a wide variety of quiz sheets suitable for all ages and intellectual abilities, to children, free of charge. Children have free admission to the museum.

The museum is currently looking at providing the free hand-out guide in Welsh, French and German.

Free wi-fi is available at the museum for visitors.

#### **4a. Financial Access**

As a registered charity and independent museum, admission fees do apply. The Board of Trustees review these prices on an annual basis. Currently the charges are: all adults £4.95. The museum offers pre-booked group rates of £3.95. All purchased admission tickets are valid for one year after purchase. All accompanied children (up to the age of 18) have free admission. There is no discrimination against disabled visitors with regards admission charges. The museum's policy is: any disabled visitor will pay the full admission charge whilst any carer will be permitted free admission.

The museum also offers free admission to: Friends of Tenby Museum and Art Gallery; staff of Visit Wales; Art Fund members; members of the Museums Association and Blue Badge Guides.

No charge is made for research. Charges apply to cover photocopying or postal costs. Donations for any assistance with research are requested.

The museum has a gift shop, which stocks a range of goods that reflect the collections and the wider cultural heritage. Some books are available in Welsh. There is no charge to use the gift shop.

#### **4d. Emotional/Attitudinal Access**

The Trustees of Tenby Museum and Art Gallery are committed to high standards of customer care. The museum has a Customer Care Policy and a Complaints Procedure in place.

The museum is open daily between 1 April and 31 October. From 1 November until 31 March the museum is open five days per week (Tuesday – Saturday).

The museum welcomes arranged visits after opening hours and welcomes diverse groups. These range from the Women's Institute, Soroptimists, PROBUS, local historical societies, Brownies and Guides, children's groups, Stroke Club and other special interest groups.

The museum also offers special events as part of national projects such as The Big Draw, World Book Day, Festival of Archaeology, Kids in Museum's Takeover Day and Museums Week.

Tenby Museum and Art Gallery is an equal opportunities employer. The Trustees welcome volunteers and placements with a range of disabilities. The Equal Opportunities Policy is available upon request.

#### **4e. Access to Decision Making**

The Trustees of Tenby Museum and Art Gallery have carried out informal consultations with its users and stakeholders. In 2017 a professional feasibility study was undertaken which included consultation with non-users.

The museum receives professional advice from specialist officers with regards issues such as education, building maintenance, health and safety and access issues.

#### **4g. Access to Information**

The museum disseminates information widely and through a number of different sources including the website, social media platforms such as Facebook and Twitter, emails, leaflets, posters and articles in the local presses including newspapers, journals and the radio.

The museum has gained new addresses for the mailing lists to exhibitions, talks and children's events via forms left in the galleries to encourage new and returning visits. No information is shared with third parties.

Publicity material (including leaflets and the museum's website) will inform the public of facilities available to disabled visitors. The museum will keep any changes to these facilities fully updated. The museum distributes 30,000 leaflets per year. We also provide a leaflet in Welsh which is also available from the website as a downloadable pdf. The link for this is: [http://www.tenbymuseum.org.uk/wp-content/uploads/2016/02/TM\\_LEAFLET\\_2016\\_WELSH.pdf](http://www.tenbymuseum.org.uk/wp-content/uploads/2016/02/TM_LEAFLET_2016_WELSH.pdf)

The museum's Access Policy and Audit is also available on the website.

#### **4h. Sensory Access**

The Trustees of Tenby Museum and Art Gallery will aim to improve access for all users with sensory impairment in the future. Appropriate solutions will be identified through consultation.

When planning exhibitions the museum will attempt to provide access facilities wherever possible including physical access, interpretation, large print guides, hands on material and aural facilities. As part of the Forward Plan the museum is looking into the possibility of some level of interpretation being available in Braille. The reception desk has an induction loop for hearing impaired visitors. There is an RNIB Tactile Map of the layout of the museum to the outside of the building.

As part of the Fire Assessment the museum is looking into upgrading the existing fire alarm system via the provision of flashing fire alarms for hearing impaired visitors. Professional advice will be sought on this.

## **5. Access Assessments/Future Provisions**

The Trustees of Tenby Museum and Art Gallery will continue to actively address issues of access in its broadest definition, both in the services it provides to the community and as an employer. It must ensure that all sectors of the community have intellectual access to, and can benefit from, participation in any aspect of the museum service provision, irrespective of age, gender, ethnicity, sexuality or ability.

To this end, the museum will seek to continue a culture of inclusivity in its work. Any barriers will need to be removed where possible to allow the widest participation. This Access Policy embraces the museum's commitment to ensuring that access remains a core value of service delivery. The museum will continue to remain informed by changes in legislation and good practice.

The Trustees of Tenby Museum and Art Gallery will seek advice and practical help from relevant bodies before implementing actions regarding disabled visitors and staff.

All aspects of access to the museum will be reviewed on a regular basis.

All staff and volunteers will be made aware of the contents and importance of this Access Policy.