



Access Policy 2019 - 2024

1. Introduction

North Hertfordshire Museum is committed to maximising access for everyone, regardless of age, gender, cultural or social background, or sexual orientation, by minimising or removing barriers that can prevent people from engaging with our staff, buildings, collections, events, website and social media.

We do everything that we can within the limitations of our buildings to offer the widest access for all our users. We recognise that access provision benefits all museum visitors, not just those with specific needs. There are now two passenger lifts giving accessibility to all floors; one in the museum, and one on the Town Hall side of the building. Entrance way steps and steps from the Town Hall to the Museum are made accessible with platform lifts.

2. Responsibilities

North Hertfordshire District Council is responsible for ensuring that the museum meets its obligations under the Equality Act (2010) by doing everything reasonably possible to make the museum accessible to the widest range of people. The Equality Act (2010) bans unfair treatment and helps achieve equal opportunities in the workplace and in wider society. The Act replaced previous anti-discrimination laws and covers nine protected characteristics which cannot be used as a reason to treat people unfairly – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity/paternity, race, religion or belief, sex and sexual orientation. The Act prohibits unfair treatment when providing goods, facilities and services, when holding public functions, in the management of premises, and in education.

3. Policy

The museum is committed to maximising access by:

Physical access

- upholding the statutory requirements of the Equality Act (2010) by taking reasonable steps to ensure that policies, practices and procedures do not discriminate against disabled people
- ensuring that the building is accessible to wheelchair users
- providing accessible seating throughout the building

Sensory access

- providing staff who have the awareness and skills to provide a quality service to people with visual or hearing impairments, and to those with dementia and their carers
- offering on request British Sign Language, touch tours, and other events that are specifically designed for people with sensory impairments
- ensuring that the website meets the Web Accessibility Initiative (WAI) AA standard

Intellectual access

- ensuring that the text used in our galleries, exhibitions, educational resources, publications, website and social media channels is tailored to the needs of their intended audiences
- ensuring that the content and delivery of our learning programmes are tailored to the learning needs of their audiences
- providing a tailored programme for special schools and SEN units in mainstream schools and colleges
- running sessions for those with an Autism Spectrum Condition
- providing effective wayfinding signage

Attitudinal access

- ensuring that our promotional activities present the museum as a welcoming, non-threatening, inclusive destination
- ensuring that visitors are made to feel welcome on arrival and are put at their ease
- creating environments in which people can feel comfortable, valued and able to learn at their own pace and level

Economic access

- maintaining free entry to the museum and ensuring we are open to the public six days a week.
- where charges apply, offering a flexible range of prices and ticket types where possible (while ensuring the museum's financial sustainability)

8 July 2019

To be reviewed 8 July 2024