

Access Statement for Doncaster Museum and Art Gallery

What is an Access Statement?

An access statement is a clear, honest and accurate description of the facilities and services we offer to all our visitors.

Introduction

The Museum tells the story of Doncaster from the end of the last ice age to the present day, using objects in display cases and on open display alongside text panels. The Art Gallery is situated on the first floor of the building and displays nationally important works of art and temporary exhibitions. The Museum is situated on the main road and the building is accessed from a side gate to the front door. A lift is available for visitors with mobility needs. Further facilities include a unisex accessible toilet on the first floor, accessible cubicles in both the gentlemen's and ladies' toilets on the ground floor, baby changing facilities, and a small refreshment area by reception.

The Museum is an Accredited museum and Visitor Assistants are on hand throughout the building should you require any help.

We look forward to welcoming you and we are committed to making our sites as accessible as possible to all our visitors.



If you have any queries or require any assistance then please phone 01302 734293 or email heritage@doncaster.gov.uk

Pre-arrival

- The Museum is situated along Chequer Road in Doncaster and is well signposted in the town centre for pedestrians. You can plan your journey by car or public transport using www.transportdirect.info by entering your postcode and ours, which is DN1 2AE.
- The nearest train station is Doncaster, which is approximately 0.9 miles away (a 20 minute walk). Taxis are available from the station.
- The number 91 bus from Doncaster Interchange stops on route on Chequer Road. The nearest bus stop is approximately 200m from our main entrance.
- The main road outside the Museum is paved and the area in front of the Museum is paved with tiles. The approach to the Museum from the street is relatively level.

Car Parking and Arrival

- Car parking is free and is available on site for visitors to the Museum. There are 2 Blue Badge spaces. The Blue Badge space is approximately 30m from the main entrance.



- The car park surface is flat and tarmac. The Museum is accessed by a dropped kerb to a tiled courtyard.
- It is very important that visitors who arrive by car register their vehicle at the Museum reception. Parking is limited to four hours, but if you would like to stay longer, this can easily be arranged by speaking to a member of staff on arrival.
- The main entrance is situated on the ground floor at the front of the building via two inward opening manual doors. They are 91cm and 105cm wide. The reception area is always manned during opening hours, so help with the door is available if required.

Entrance, Shop and Reception

- General admission to the Museum is free.
- There is non-slip flooring in the foyer. There is a large rug inside the reception area and the entrance floor is tiled marble. Access in this area is level.
- 8 fabric covered seats and at least 10 plastic chairs are available in the Museum reception area.
- The entrance is generally bright and well lit.
- There is a hearing loop at the reception desk.
- The reception desk is 96cm high. The side of the desk when the vehicle signing-in sheet is kept is 76cm high.

- There is a gift shop in the Museum reception area, which sells souvenirs, small toys, books and postcards. We accept cash and cheques, and credit and debit cards for sales over £5.
- Quiz sheets are available from the reception desk priced at 20p and free colouring sheets are available in the art corner on the first floor.



Public Galleries

- The Museum and Art Gallery is on two floors, the Museum displays are on the ground floor, and the Art Gallery is on the first floor. There is a lift between the two floors which must be operated by a member of staff. Please ask a Visitor Assistant if you would like to use the lift.
- Most of the objects are in display cases, but some are freestanding on open display. Each object has a label to give further information.
- The flooring throughout the gallery space on the ground floor is of carpet. The Museum stairs and the flooring throughout the gallery space on the first floor are of marble tile.
- The narrowest passage through the gallery is 96cm wide in the brickmaking section.

- There is low level lighting in the ground floor gallery, which is to help preserve the objects on display.
- The Ice Age section has a growling bear on display. If you would like this sound effect to be switched off, please ask at reception.
- CCTV is in operation throughout the gallery space.
- Fire regulations only allow us to have one wheelchair at a time on the first floor, unless the person is able to independently use the stairs in the event of an evacuation of the building.



Toilets

- Public toilets are located on the ground floor, to the right of the Museum reception desk, through two doors with a push pad button, which are 75cm wide. An accessible cubicle is available in both the ladies and gentlemen's toilets, which can be described as having the following:
 - ✓ A lightweight door which is 90cm wide
 - ✓ The toilet seat is 47cm from the floor
 - ✓ A hand rail either side of the toilet
 - ✓ Emergency cord
 - ✓ Non-slip floor

- ✓ A sink which is 72cm from the floor and toilet roll which is 117cm from the floor
- ✓ A hand dryer
- ✓ Sanitary and nappy bin



There is a unisex accessible toilet on the first floor, in the Community Gallery, which can be described as having the following:

- ✓ A manual door which is 90cm wide
- ✓ The toilet seat is 48cm from the floor
- ✓ Emergency cord
- ✓ Non-slip floor
- ✓ Type of floor
- ✓ A sink which is 72cm from the floor
- ✓ Toilet roll is kept on a ledge beside the toilet
- ✓ Paper towels for hand drying



Refreshments

- We have a hot drinks machine, a cold drinks vending machine, and a small selection of confectionary for sale. Tables and chairs are available in the Museum reception area.

Outside Area

- There is a small garden courtyard enclosed within the Museum railings to the front of the building, with a central raised grassed area. There are 12 benches available outside.

Additional Information

- Service dogs are welcome in the building.
- A courtesy wheelchair or walking frame can be borrowed from reception.
- Baby changing facilities are available in the accessible cubicle in both the ladies and gentlemen's toilets.
- First aid trained staff are available.
- A bell will be rung throughout the galleries five minutes from closing time.
- We have three powerful illuminated magnifiers which can be borrowed from reception
- We have a PenFriend tool which can be borrowed from reception and we will be adding to the number of objects described through PenFriend over the next few months.
- All staff receive customer service and disability awareness training.

- All staff are trained in evacuation procedures, and someone will assist you with evacuation from the building should you require it. We also have an evacuation chair to assist with evacuation from the first floor.

Future Plans

We welcome your feedback to help us with our continuous improvement. If you have any comments or suggestions, then please leave them with a member of staff, or phone or email them to us.

Contact Details

Address: Doncaster Museum and Art Gallery, Chequer Road, Doncaster, DN1 2AE

Telephone: 01302 734293

Email: heritage@doncaster.gov.uk

Website: www.heritagedoncaster.org.uk/doncaster-museum

Opening hours: Wednesday to Friday 10am – 4.30pm
Saturday and Sunday 10.30am – 4.15pm

Closed Mondays and Tuesdays and Christmas Day to New Year's Day inclusive, and Good Friday.

