

The Museum of the Broads

Access Policy 2018



The purpose of the Museum of the Broads is the conservation of the Museum's collection in perpetuity, to preserve, record and illustrate the history of The Norfolk and Suffolk Broads. The focus is on people's relationship in the discovery, development and exploration of the local area. The Museum will encourage visitors to engage with the collection, and be inspired and helped to discover the local heritage.

Our Definition of Access

We define access as the right or admittance to our collection when all barriers, physical, cultural, social, financial, intellectual and sensory have been removed as far as we are able.

Our Commitment to Accessibility.

It is our policy to allow the best possible access to our Museum and the unique collection we have the pleasure to hold in trust. We recognise that there are many barriers to access, but that it is a right of all to engage with and enjoy our collection in which ever means they are able.

Our Commitment to accessibility extends to our Staff and Volunteers as well as our Visitors.

Physical Access

The needs of people with physical disabilities, older people, and people with young children are taken into account when designing exhibits. Providing access to all areas of the Museum is taken into account with width of walkways and entrances, surfaces and materials used.

- ❖ Our Museum is all at ground floor level.
- ❖ Our Entrance is clearly signed with a self-opening entrance door. All rooms and public areas are clearly signed and accessible. Wheelchair ramps are in place where needed.
- ❖ We have an easily accessible toilet with baby changing facilities.
- ❖ Toilet lights are automatic and wash basins at appropriate level for wheelchairs.
- ❖ Disabled visitors are assisted onto our steam launch Falcon by our volunteers. Guide rails have been fitted to the steps.
- ❖ The trip boat, to be launched in 2019, is accessible to people with reduced mobility.
- ❖ We provide seating in our Museum rooms.

Cultural

There are barriers to interpretation for visitors for whom English is not a first language.

- ❖ Our front of house Volunteers welcome all visitors equally.
- ❖ The Museum has a number of visual presentations and many exhibits can be touched and examined without being encased and are accessible to all.
- ❖ The audio guides can be updated to include interpretation in other languages, when time, resources, funding and skill sets allow.
- ❖ The Museum is translating information into French and German.

Sensory

We use a number of ways to understand our collections which give access to a variety of sensory interpretations.

- ❖ The Museum has audio guides which enable people with impaired vision details of our collection.
- ❖ Magnifier sheets and magnifying glasses are available at Reception to be used around the Museum.
- ❖ We have audio presentations in the Wherry Cuddy and by the Marshman and a comprehensive commentary with our Museum of the Broads History DVD.
- ❖ Many exhibits can be touched and handled and are not enclosed in cases. Some handling items are laid out on tables.
- ❖ Assistance dogs are welcome.
- ❖ Our Steam Launch Falcon provides a unique sensory experience for all, including people with visual and auditory impairments.

Social and Financial

- ❖ The Reception and Falcon Volunteers welcome all visitors equally
- ❖ The Museum Committee reviews entrance fees annually. They analyse comments from visitors' surveys on our entrance price and value for money. We keep prices affordable. Family tickets are available for Museum entry and we also offer concessionary rates.
- ❖ The Museum has free days each year.
- ❖ The Museum shop has a range of low priced souvenirs, postcards and toys.
- ❖ Most tickets are valid for calendar year from the date of purchase.
- ❖ Museum Friends and members of the Museums Association have free entry.
- ❖ Volunteers and their families have free entry.
- ❖ Carers who accompany people with disabilities have free entry to the Museum.

Intellectual

We realise that people have different learning styles and we provide interpretation in a range of ways. Through visual and sound presentations, handling materials, 'Explorer' items and soft toys, we feel that all visitors can access our collection.

- ❖ 'Explorer' items such as binoculars, magnifiers and magnets are available.
- ❖ All visitors are treated equally by our Reception and Falcon Staff.
- ❖ We have a range of display presentations with both image and text interpretation boards.

Access to our Collection

Our Collection contains over 5000 items. The majority of our collection is on display. Some photos and boat plans have been digitalised and placed on digital screens, which allows more of our collection to be seen. Some of our larger exhibits, mainly boats, are displayed on rotation. The Archive collection is available for research by appointment.

Our Museum uses a range of interpretation styles when preparing and presenting collections information, including visual, audio, tactile, role play, themed activities and exploration.

The Museum has temporary exhibitions which allow different parts of our collection to be seen and areas not normally covered in the permanent displays to be featured.

Visitors with particular requests to research local history can view items in our Archive Room, under supervision.

Handling objects are available for use with schools and youth groups.

Guided tours can be arranged within normal opening times. Museum talks and Falcon trips can be booked outside the normal opening times

Outreach

Our Museum Curator and Volunteers give talks and demonstrations to groups, other organisations, museums, voluntary groups and schools when requested. The Museum promotes our collection at Outdoor Festivals, History Fairs and Fetes.

Access to Communication

We promote our Museum's collection and activities through a range of accessible communication including leaflets, websites, posters, social media, newspapers adverts, articles, magazines, emails and telephone.

We provide a range of ways that people can communicate with us, including in person, by phone, e-mail, social media and by letter.

We provide publicity material in a variety of ways.

Name of museum: The Museum of the Broads

Name of governing body: The Museum of the Broads

Date this policy was approved by governing body: 19 July 2018

Date at which this policy is due for review: June 2021