

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

# Access Statement for Watford Museum

#### Introduction

Watford Museum, located just off the High Street in Watford Town Centre, tells the story of Watford past and present. The Museum is located in the former Benskins Brewery Mansion and has displays on local history and industry, including Watford Club memorabilia and the Cassiobury Collection of fine art. The museum is situated on a very slight hill with a gradual approach. Entry is free.

The Museum is based on two floors with lift access to the first floor and wheelchair access to most galleries. You should allow approximately an hour to explore the museum.

You can also enjoy a cup of tea or coffee in our foyer area or join us on the fourth Saturday of each month for our Little Gallery Tearoom, with homemade cakes and tea and coffee for sale (please check our website for more information). We also have a shop for you to buy souvenirs and gifts. These are located on the ground floor with step free access.

The staff at Watford Museum are pleased to provide a warm welcome and answer enquiries for all visitors, including a trained communicator in Gujarati, Hindi, Punjabi, Swahili and Urdu.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01923232297 or email info@watfordmuseum.org.uk.

### Pre-Arrival

- Watford is accessible from the M25 and M1 and the Museum is located just off the town's main ring road on Lower High Street. You can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours, which is WD17 2DT to get directions. There are brown signs pointing you to the Museum once you enter the town.
- Watford Museum is easily accessible from two train stations, Watford High Street Station is located 300yards away from the Museum and a 2 minute walk. Watford Junction is the main railway station in and out of the town. It is approximately 1 mile away from the museum and a 20-30 minute walk.
- The nearest bus stop is located less than 100 yards from the Museum on Lower High Street and has a shelter and seating. The number 142 bus runs to Watford Junction Station, or alternatively to Brent Cross Shopping Centre in London every 12mins Monday to Saturday and every 15 minutes on Sundays.
- The main road outside the attraction has a wide, even tarmac path.

#### **Car Parking and Arrival**

- There is free parking located on site at the rear of the Museum, but is limited to 10 spaces and one Blue Badge space. Disabled visitors can enter through the rear entrance which is approximately 5 meters from the disabled space. You must buzz to alert a member of staff you wish to enter through the rear door.
- The onsite car park is tarmac with tiled paving areas.
- Please see our visitor information page on our website for maps of the other local car parks, (charges apply). There are 59 spaces reserved for Blue Badge holders and 40 parent and child spaces. There is also chargeable on-street parking available in front of the Museum, approximately 20-300 yards away.
- There are 7 steps leading to the main entrance of the Museum, with a handrail available to the left. There is a permanent ramp at the rear of the Museum with handrails on both sides.
- The main entrance door is 1130mm/44.4 inches wide.

# Main Entrance, Reception and Ticketing Area

- The main reception area is located by the main entrance on the ground floor with step free access at the rear of the Museum. You must buzz to alert a member of staff you wish to enter through the rear door Entry to the Museum is free. A member of staff will greet you upon entry to the Museum.
- There are some cushion backed seats in the area and some wooden backed seats.
- The floor is tiled carpet.
- The area is evenly lit with overhead lighting from spotlights.
- The reception desk is 1100mm/43.3 inches from the ground.
- Pen and paper is available at the desk.

## Attraction (displays, exhibits, rides etc.)

- Interpretation boards are all in large text around the Museum, with some illustrations.
- There are smaller text labels on individual objects on display, some objects are below eye line of 115cm.
- Visitors are able to touch objects that are not in cases, with the exception of the fine art collection.
- Visitors will be given a map showing the locations of the displays in the Museum.
- Seats are available at various locations around the Museum.
- Most galleries are well lit with spotlights and lights in individual cases. The Cassiobury Gallery is more dimly lit to aid the preservation of the exhibits.

## Public Toilets

- Public toilets are located on the ground floor with level access to the disabled toilet from the reception area. There are four steps down to the male and female toilets.
- The disabled toilet has a light door is 765mm/30.1 inches wide.
- There is 1370mm/53.9 inches of space to the left of the disabled toilet.
- There is a horizontal hand rail adjacent to wall and vertical hand rails around the basin and toilet.

- The toilet seat is 430mm/16.9 inches from the ground in the disabled toilet
- The floors in all toilets are non slip laminate.
- All toilets are well lit with overhead fluorescent bulbs.
- There are long handled taps in the disabled toilet and push taps in the remaining toilets have push taps.

# **Catering**

- We have a small cafe area in the Museum foyer, where tea and coffee is available upon request.
- We hold a tearoom with tea and cake available on the 4th Saturday of the month.
- The main entrance door is 1130mm/44.4 inches wide.
- Tables in the area are well spaced apart with a clear height from the floor of 696mm/27.4 inches at the lowest table.
- The area is lit with natural daylight and overhead spotlights.
- The nearest public toilets is approximately 5m away from the cafe area.
- Members of staff will make the teas and coffees and can assist taking them to the table upon request.

# <u>Shop</u>

- There is a small shop area with a range of souvenirs, books and gifts etc. which can be accessed directly from the main entrance/reception desk.
- There are tall display racks, low level display areas and book shelves.
- There is ample room for a wheelchair to maneuver and turn.
- You pay for items at the reception desk.
- Members of staff can assist if required.

# Grounds and Gardens

- The Museum has a small garden at to front of the property with a parallel tiled path with undulating grass and garden features.
- There are wooden benches as periods along the garden.

- The main pathways are 1210mm/44.1 inches wide at their narrowest.
- The grass areas can be uneven underfoot.

#### Additional Information

- The Front of House members of staff have received disability awareness training.
- We have a set of evacuation procedures, should the alarm sound. The alarm is not tested during Museum opening times. If the alarms sound, please do not use the lift. A member of staff will assist you with evacuation if required, out of the building. The meeting point is High Street Station.
- We welcome trained assistance dogs.
- Clear signage is used throughout the building guiding you through using Arial font in large black letters.
- We can offer a map showing nearby accommodation.

#### Future Plans

- We are planning a review of our website within the next year to make it more accessible.
- We are also hoping to refurbish the Museum building to make it more accessible for all visitors.

## **Contact Information**

| Address (Inc postcode) | : Watford Museum, 194 Lower High Street,<br>Watford, Hertfordshire, WD17 2DT |
|------------------------|------------------------------------------------------------------------------|
| Telephone:             | 01923232297                                                                  |
| Email:                 | info@watfordmuseum.org.uk                                                    |
| Website:               | www.watfordmuseum.org.uk                                                     |
| Grid Reference:        | TQ 11402 96015                                                               |
| Hours Of Operation:    | Thursday to Saturday 9am to 5pm                                              |

- Local Equipment Hire: Shopmobility is a national scheme which loans, free of charge, manual and battery powered wheelchairs and scooters to anyone with a mobility problem, whether permanent or temporary, through accident, illness or age. Their opening times are Monday -Saturday 10am to 5pm and Sunday - 11am to 5pm. The are located on the ground floor Church Car Park, Exchange Road, Watford, Herts. WD18 0BU, roughly 700 yards from the Museum. You can call them on 01923 211020
- Local Accessible Taxi: There are several local companies that have wheelchair accessible vehicles: AA Taxis 01923 252525 Allied Taxis 01923 212121 Lucketts Taxis 01923 223456

Local Public Transport: Watford Museum is easily accessible from two train stations, Watford High Street Station is located 300yards away from the Museum and a 2 minute walk. Watford Junction is the main railway station in and out of the town. It is approximately 1 mile away from the museum and a 20-30 minute walk. The nearest bus stop is located less than 100 yards from the Museum on Lower High Street and has a shelter and seating. The number 142 bus runs to Watford Junction Station, or alternatively to Brent Cross Shopping Centre in London every 12mins Monday to Saturday and every 15 minutes on Sundays.