

# Accessibility Guide for Waterworks Museum



## Contact Details

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## At a Glance

### Public Transport

- There is no public transport connection to the Waterworks Museum.
- The Museum provides free car parking.
- The nearest bus stop is  $\frac{3}{4}$  mile distant.
- The Museum is located on the opposite side of Hereford from the railway station. It is approx. 15 minutes taxi ride.

### Level Access

- There is level access from the main entrance to:
  - Main museum
  - Main reception desk
  - Accessible Toilet

### Hearing

- Some staff have received disability awareness training.

### Visual

- We have display information in large print.
- We have information in large print.
- We have materials in tactile form.
- There are some audio devices available.
- Some items are designed to be touched.

### General

- A personal assistant may enter free of charge.
- There is an accessible toilet for disabled visitors.
- Some staff have disability awareness training.
- Limited areas do not have step free access.
- There are some steep pathways to external areas and further buildings, however, a powered mobility scooter is available for use on request.

## Welcome

The museum traces the history of drinking water through wonderful working engines, superb display panels, guidebooks and films and the knowledge shared by the Museum's volunteers.

Located in a Victorian pumping station, classified by English Heritage as "a site of clear national importance" and a Grade II\* Listed Building, the Museum is home to the oldest working triple-expansion steam engine in the UK and probably has the widest range of working pumps and engines.

The Waterworks Museum also has a Children's Heritage Water Park and a permanent exhibition to Hereford in WW2, so has something to offer visitors of all ages.

## Getting here

Broomy Hill  
Hereford  
Herefordshire  
HR4 0LJ

### Travel by public transport

- You can get to the Waterworks Museum via taxi.
- The nearest railway station is Hereford Station.
- The nearest bus stop is on Broomy Hill and about  $\frac{3}{4}$  mile distance from the Museum.

### Parking

- Accessible parking spaces are provided directly opposite the main entrance. Upon arrival, Blue Badge holders should sound their horn and a volunteer will come out and open the gate.
- If driving to the Museum follow the brown signs from the city centre. Broomy Hill is a residential area and the Museum is located at the furthest end as the residences finish, and the road becomes a country lane. The single-track access road to the Museum is on the left side and is signposted. The Museum is at the bottom of the hill opposite the football club.

## Arrival

### Accessible parking

- There is accessible parking available for Blue Badge holders.
- Upon arrival, Blue Badge holders should sound their horn and a volunteer will come out and open the gate.



Accessible parking is provided.



Blue Badge holders should sound their horn when arriving.

### Path to main entrance

- There is level access from the car parking spaces to the entrance.

### Main entrance

- The main entrance has level access.
- The door is more than 900mm wide.
- There is an assistance bell available.
- The reception desk is to the left as you enter the Visitor Centre.
- The floor surface is level and the Visitor Centre is well lit, with natural light on two sides.



There is a level approach to the main entrance.



Main entrance is more than 900mm wide.

## Getting around inside

### Ticket/ information desk

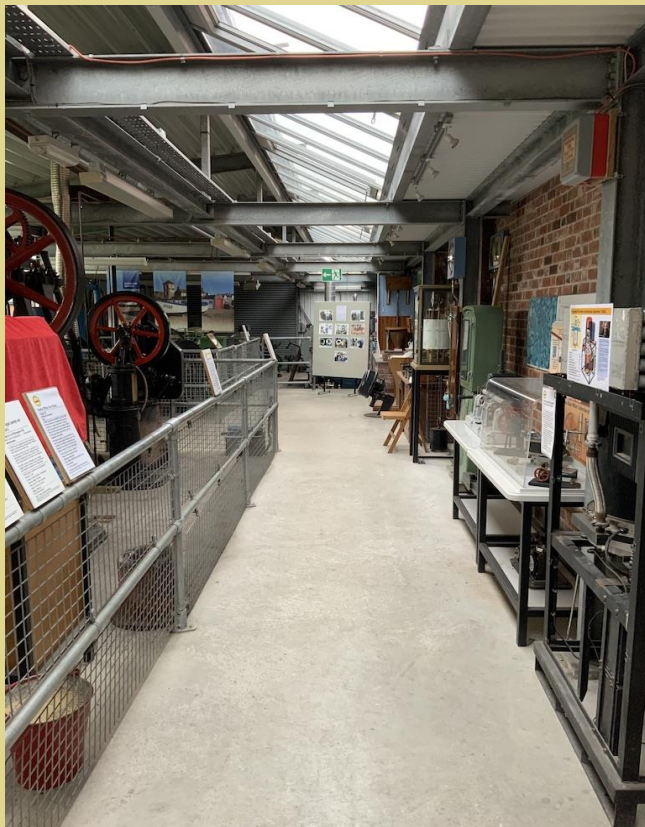
- People can be assisted to the side of the desk as when required.



Picture of the reception desk.

## Main museum and art gallery area

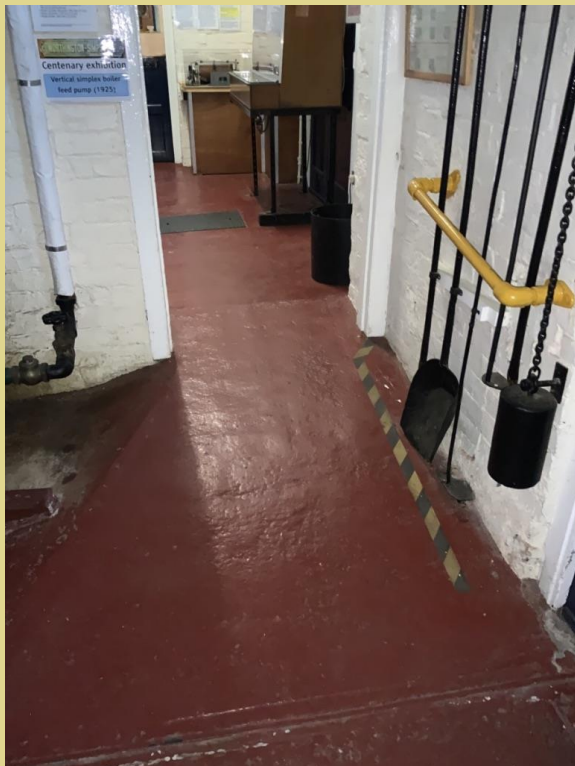
- There is level access throughout the majority of the museum areas.
- There are no deep pile carpets.
- Some display information is low, for wheelchair users.
- There are seats available. Some feature armrests.
- There is some large print text available for the museum displays.
- There are some materials available in tactile form.
- There is no step free access to the Archives Room, access to which needs to be booked in advance. Assistance can be provided on request.
- There is no step free access to the 'Old Workshop', volunteers would be delighted to provide assistance and illustrate tools by hand.
- There is no step free access to the Basement, however this can be seen from above and via a monitor which displays the pumping mechanism in the well.
- A longer route needs to be undertaken in order to access the Triple Expansion Steam Engine. Volunteers would be happy to escort and illustrate the accessible route.
- There are two internal ramps. These have a gradient that some may struggle with. Volunteers would be happy to provide assistance on request.



There is step free access to the majority of the museum.



Some areas do not have step free access however volunteers would be happy to help.



Some parts have internal ramps however assistance can be provided.



## Public toilets

- There is an accessible toilet available.
- From the main entrance to the accessible WC, there is level access. The route is 1000mm wide, or more.
- The toilet door is 800mm wide.
- The toilet offers a left transfer.
- There is 850mm space to the side of the toilet.
- There is more than 1500mm space in front of the toilet.
- The toilet has grab rails provided.



Picture of inside the accessible toilet.



Grab rails are provided within the accessible toilet.

## Customer care support

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

### Customer care support

- Some staff have disability awareness training.
- Some staff have Next Generation Text training.
- We have information in large print.
- We have other services for people with accessibility requirements. Please ask.
- On a family open day 'in-steam' with working engines and pumps the many areas of the museum can be generally noisy and subject to sudden escalation of noise (bangs). Ear protectors can be provided on request.
- All Museum volunteers are happy to talk to visitors and explain the operation and history of the engines, pumps and exhibits they look after.
- **The Museum encourages sensory experiences with displays incorporating sound and hands on elements. Many of the exhibits are displayed or designed to be touched and visitors are encouraged to do so. Please ask for assistance if you are uncertain.**

Note - As this is a small independent museum, we have a tailored, hands on approach and can adapt a group/tour visit to the requirements of any particular group.

If a visitor informs us of any access requirements ahead of time, we would be happy to see if we can accommodate.

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Guide last updated by Museum Staff: 5 March 2020

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