

# The Commandery Access Statement

## Introduction

The Commandery is a Grade 1 listed building exploring 1,000 years of history. This historic building is committed to widening access and providing for the needs of all its visitors. We constantly seek to improve the quality and accessibility of our museum and we welcome feedback from our visitors. We have attempted to provide appropriate adjustments for accessibility within legal boundaries and to alert visitors to any access issues which we are unable to resolve.

## Prior to Arrival

- The museum can be contacted using the following methods  
Post: The Commandery, Sidbury, Worcester, WR1 2HU. Phone: 01905 361821 Fax: 01905 361822  
E-mail: [commandery@worcestershire.gov.uk](mailto:commandery@worcestershire.gov.uk)
- Museum website: [www.museumsworcestershire.org.uk](http://www.museumsworcestershire.org.uk)
- The Worcestershire County Council websites are continually monitored for compliance with xhtml and accessibility standards set-out in the W3C guidelines. Our website is A/AA compliant and cross browser compatible to meet the varying needs of our audience.
- The Commandery is located in the heart of Worcester City centre on the main A44 just three minutes walk from the Cathedral and the Elgar statue on the high street. Worcester bus station, Foregate Street and Shrub hill rail stations are approx 15-20minutes walk from the site. For local bus information please phone First on 0800 587 7381 or visit [www.worcestershire.gov.uk/cms/transport-and-streets/transport/bus/bus-route-finder.aspx](http://www.worcestershire.gov.uk/cms/transport-and-streets/transport/bus/bus-route-finder.aspx)  
For rail enquiries please contact 08457 484950/  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)
- The nearest Shopmobility scheme is in Worcester– tel: 01905 610065
- Taxi firms with wheelchair accessible taxis operating in the local area are:  
Central 01905 674640  
Associated Blue Star 01905 610022

Cathedral Cars 01905 767400

Crown Radio 01905 357788

### **Arrival and Car Parking**

- The Commandery has a small car park for staff and site business only. There is a designated assistance area for car/minibus parking upon request.
- Assistance dogs are welcome in the Museum and drinking water can be provided, please ask a member of staff. Non-assistance dogs can be walked in the outer garden.

### **Main entrance & Reception Area**

- Staff can assist you with entry on request, please call 01905 361821 once you have parked.
- The entrance has a glass automatic door with the reception and desk further into the room
- The automatic door has a disabled button and is wide enough for a wheel chair to fit through
- The shop/reception floor is tiled and level throughout.
- Reception is manned 10:00 – 17:00 Mon – Sat and 1.30 – 17.00 on Sunday
- We have one wheelchair which can be borrowed from Reception for the duration of your visit. The wheelchair can also be pre-booked by calling 01905 361821.
- The Reception desk is 100cm high.
- Admission prices are clearly displayed at the reception desk. When it is necessary for a visitor to be accompanied by a carer we will give free admission to the carer.
- A pad and pen are available from Reception if required. A clip board is also available if you are required to fill in any forms.
- The exit leading to the rest of the building is through the shop/reception. There is a cobbled path to the Great hall in the inner courtyard where the audio tour starts.

### **Shop**

- The Shop desk is 100cm high with a lower level area 75cm high.
- The PDQ/Chip & Pin terminal is mobile and can be moved to suit the

customer.

- The display shelves are at a variety of heights from ground level upwards. Shelves are lit with spotlights; the room also has large windows and lots of natural light.
- Price labels are printed, but not in large print.
- Staff are happy to assist with price enquiries, or to carry or move stock around for you.
- The till display is visible to the customer.
- The floor is tiled and is level throughout.
- When stock is displayed in baskets on the floor we ensure there is always adequate access for wheelchairs.

### **Public Areas**

- The Commandery is an historic building with uneven floors and low ceilings throughout. We ask that all visitors stay aware of this fact throughout their visit. Ramps are in place in areas G18, G19 and F28. A ramp is available upon request at the reception for area G11.
- Public access to the first floor of the building is by either stairs or lift. The lift is made of glass; it has outwards opening door and a fixed horizontal handrail at 77cm. The push button controls are at a maximum height of 99cm. The doors from each lift landing are all automatic (operated by push buttons). The lift system features an emergency alarm. The lift landing areas F10 and F27 and areas F1 and F22 have been cleared for emergency use by the fire authorities. All fire doors have an automatic closing device, activated when the fire alarm goes off.
- Flooring surfaces throughout the museum are various including wood floorboards, concrete, brick and coir matting. Outside you will find paved, grass, slate and cobbled floorings. No rugs or mats are used throughout the Museum.
- Chairs, stools and benches are located in several rooms. Additional seating can be asked for upon request.
- All routes throughout the Museum are kept clear and free of obstacles.
- Fire exits are clearly signposted
- All bins inside the Museum are an accessible height; they operate by lifting a lightweight lid.

- Signage throughout the museum is in a clear font, placed at an appropriate height and printed in a contrasting colour (generally white text on a dark brown background).
- Sufficient lighting is provided throughout the site. Lighting is brighter in the Reception, but levels may be lower in some areas of the building to show off key architecture. The site is 'externally' lit with timed lanterns to ensure adequate lighting at all times including out of hours.
- There are eight staircases in the Museum connecting two floors. Each staircase has a hand rail and landings in between floors. Each floor is connected by wooden steps, with hand rails. The spiral stair case has a width of 80cm, a height of 16.5cms and a hand rail at 95cms. The canal stairs near the lift are 102cm wide, 16.5cm in height and have a hand rail at 98cms. This stair case has anti slip nosing. The Games Room staircase has a slight spiral. The treads are 88cm wide, 20cms high and has a hand rail at 87cm. The main staircase from the Great Hall has a width of 135cm with uneven heights of an average of 18cm, with a large hand rail of 119cm. The Food Room wing stairs are 90cm wide except for the top step which is 83cms. The 2<sup>nd</sup> from top step is 22cms, with the rest being 16cm high. The hand rail is 115cm high. The Lobby stairs (carpeted) are 83cm wide, 19cm high and the hand rail is 76cm high. The Garden lift stairs are 84cm wide, 20cm high and have a hand rail at 99cm. These stairs have anti slip nosing. The Shop stairs are 91.cm wide, with 18.5cm high with a handrail at 105cm.

## **Exhibitions**

- Most of the collections are presented so as to be viewable from wheelchair height; however some displays in flat cases may be difficult to view for wheelchair users.
- Four rooms of the garden wing of the Commandery are not accessible to wheelchair users however all the other rooms on the tour are. Interpretation boards are provided for most exhibits. Interpretation and labelling on all new exhibitions is designed with a minimum of 16 point text and generally uses a clear font such as MetaPlus Normal/Ariel and Calibri. The building is an historic exhibit in its own right and we are therefore unable to make adjustments to the flooring and low beams and ceilings.

- Interactive exhibits, audio interpretation and opportunities to be hands on are provided throughout and where possible have been located at accessible heights.

### **Public WCs**

- Lavatories are located on the ground floor in the canal wing of the building. Another four toilets are located in the garden wing of the building comprising of two unisex and one male and one female. The main toilet block in the canal wing consists of three separate areas, ladies, gents, accessible toilet (unisex) and baby change facilities.
- They consist of one male and one female and one unisex disabled access toilet with baby changing facilities.
- The bathrooms contain a toilet/s, hand basin/s and hand dryer facilities. Flooring in all accessible WCs is lino. Access to the accessible WC in the canal wing is via a single leaf door, 90cm wide, which opens outwards and to the left. The toilet seat is 47cm high; there is one fixed horizontal grab rail to the left of the toilet which is 68cm high. The sink is 72cm from the floor. It has a lever operated thermostatic mixer tap. There are vertical grab rails on either side of the sink. There is an emergency pull cord with an audible alarm, there is also a flashing light connected to the fire alarm for individuals with hearing disabilities. Total floor area in the disabled WC measures 165cm by 215cm.
- The cubicles in the main 'ladies' and 'gents' facilities are 1.30 x 0.70 metres in the smallest one, the rest are a bit bigger, the doors are 205cm high and the toilet seats are 43cm high.

### **The Audio Guide**

- The museum tour is interpreted with an audio guide with adjustable volume and a T setting for the hearing impaired. Written translations of the audio tour are available from the shop/reception on request.

## General information

- Opening Hours:

	Open	Close
Monday to Saturday	10am	5pm
Sunday	1.30pm	5pm
Bank Holidays	10pm	5pm

- One member of our front of house team has been designated as Access champion and is responsible for continually monitoring, reviewing and improving our accessibility. The Access Champion at the Commandery is Sarah Bourne (Events and Visitor Services Officer) 01905 361825.
- The Museum is closed sometimes between Christmas and New Year. Visitors can check the leaflet or contact the building prior their visit.
- The majority of our staff are trained first-aiders; there will be at least one first aider on duty at any time.