

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



E-mail: commandery@worcester.gov.uk

The Museum website can be found at

www.museumsworcestershire.org.uk

We are committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability. Our website access statement provides more information and can be found at

www.museumsworcestershire.org.uk/accessibility-statement

Getting to Us

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 is approx. 15 minutes' walk from The Commandery. For local bus information please phone 0345 646 0707.



Foregate Street and Shrub hill railway stations are approximately 20 minutes' walk from The Commandery. For rail enquiries please contact 08457 484950 or visit 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 22292

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. We can arrange a parking space for visitors holding Blue Badges. These must be booked in advance by calling 01905 36821.



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 and are welcome in the café and the café garden.

Main entrance, Shop & Reception Area

- Staff can assist you with entry on request, please call 01905 361821 once you have parked.
- Admission tickets are sold in the shop. The main entrance to the building is on A44 Sidbury through the large open gates into the courtyard, and then through the door on your left into the museum's shop. This involves a short section of low cobbles. If you prefer

cobble free access please telephone us (01905 361821) when you are at the door adjacent to the cobbles/gates and we will open that door for you.

- The shop/reception floor is tiled and level throughout.
- Reception is manned 10:00 – 17:00 Tuesday to Saturday and 11:00 – 15:00 on Sundays.
- 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 with a lower level area 75cm 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 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 and the room also has large windows and lots of natural light.
- Price labels are printed, but are 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.
- When stock is displayed in baskets on the floor we ensure there is always adequate access for wheelchairs.
- 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 visitor experience begins.

Public Areas

- There are lifts in each wing to provide access to the exhibitions on the first floors.

- 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. Level access is available throughout most of the Commandery building, the gardens and café.
Ramps are in place in areas G18, G19 and F28 – on arrival staff can show you where these are. 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. 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 blue background or black text on a white 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 architectural features or protect items of our

Collection. The site is externally lit with timed lights to ensure adequate lighting at all times including out of hours.

- Following the suggested visitor route you will encounter four stairs cases between the ground and first floors of the two wings of the building. Each staircase has a hand rail and landings in between floors.
 - The staircase adjacent to the lift, and leading to the beginning of the Civil War Story on the first floor, has treads which are 84cm wide and 20cm high and have anti-slip nosing, there is also a hand rail which is 99cm high.
 - At the far end of this floor the staircase down to the ground floor has a slight spiral, the treads are 88cm wide and 20cms high and there is a hand rail at 87cm.
 - In the opposite wing of the building the staircase adjacent to the lift, which leads up to the Medieval rooms on the first floor, are 102cm wide and 16.5cm in height and have a hand rail at 98cms as well as anti-slip nosing.
 - After the Medieval rooms the spiral staircase which leads back down to the ground floor has treads with a width of 80cm and a height of 16.5cms and has a hand rail at 95cms.
- Four rooms of the garden wing of The Commandery are not accessible to wheelchair users however all the other rooms in the museum are.

Exhibitions

- Most of the collections are presented in a way which is viewable from wheelchair height. Some displays in flat cases may be difficult to view for wheelchair users but they are kept to a minimum.
- 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.

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

Public Toilets

- Toilets are located on the ground floor in the canal wing of the building. They consist of separate male and female toilets and a single unisex disabled access toilet with baby changing facilities.
- The bathrooms contain toilets, hand basins and hand dryer facilities. Flooring in all toilets is lino. Access to the accessible toilet is via a single leaf door, 90cm wide, which opens outwards and to the left. The toilet seat is 47cm high and there is one fixed horizontal grab rail to the left of the toilet which is 68cm high. The sink is 72cm from the floor and 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 toilet measures 165cm by 215cm.
- The cubicles in the main ladies and gents facilities are a minimum of 1.30 x 0.70 metres with a 205cm high door and toilet seats 43cm off the ground.

General information

We are open the following hours, from February to December:

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

- The Museum is sometimes closed between Christmas and New Year. Visitors intending to visit during this time are advised to check our website. The Commandery closes for the month of January.

- The majority of our staff are trained first-aiders; there will be at least one first aider on duty at any time.