

# The Commandery | Access Statement

---



## **Introduction**

The Commandery is a Grade-1 listed building exploring 1,000 years of history. Museums Worcestershire 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 Commandery can be contacted using the following methods:

**Phone:** 01905 361821

**E-mail:** [commandery@worcester.gov.uk](mailto:commandery@worcester.gov.uk)

**Post:** The Commandery, Sidbury, Worcester, WR1 2HU

The **website** is [museumsworcestershireshire.org.uk](http://museumsworcestershireshire.org.uk).

We are committed to providing a website that is accessible regardless of technology or ability. Our website access statement provides more information and can be found at [museumsworcestershireshire.org.uk/accessibility-statement](http://museumsworcestershireshire.org.uk/accessibility-statement).

## Getting to us

The Commandery is in Worcester city centre on the main A44, 0.2 miles from Cathedral Square.

Worcester bus station is 0.6 miles from The Commandery. For local bus information please phone [0345 646 0707](tel:03456460707) or plan a journey at [firstbus.co.uk/worcestershire](http://firstbus.co.uk/worcestershire).

Worcester Foregate Street and Shrub Hill railway stations are approximately 0.6 – 0.7 miles from The Commandery. For rail enquiries please contact [08457 484950](tel:08457484950) or visit [nationalrail.co.uk](http://nationalrail.co.uk).

The nearest Shopmobility scheme is in Worcester. Please call [01905 610523](tel:01905610523) or visit [shopmobilityuk.org/centres/view/worcester](http://shopmobilityuk.org/centres/view/worcester)

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](tel:0190536821).

Assistance dogs are welcome in The Commandery 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 and shop (reception) area**

The Commandery is open from 10am – 4pm Tuesday to Saturday and 10am – 15:00 on Sunday. It is usually open from 10am – 4pm on bank holidays.

Staff can assist you with entry on request, please call [01905 361821](tel:01905361821) once you have parked.

## Main entrance



- The main entrance to the building is on A44 Sidbury and leads into the shop.
- The entrance is step free. It has a small ledge of 3cm at the base of the entrance door.
- There is not a bell, buzzer or intercom.
- The main door is single width (105cm) and opens away from you. It is held open during opening hours.
- There is a second single-width door which is glass and automatically opens away from you as you enter. It is 97cm wide.



## In the shop

Admission tickets are sold in the shop. The shop floor is tiled and level throughout.

The reception desk is 6m from the main entrance and is 101cm high with a lower-level area on the right which is 73cm high.



Admission prices are 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.



The display shelves are at a variety of heights. Tables are 73cm high and the lower section of wall units are 50cm high. Shelves are lit with spotlights and the room also has large windows and lots of natural light. Staff are available to assist if items are required from higher shelves.

There is one wheelchair which can be borrowed from reception for the duration of your visit. The wheelchair can be pre-booked by calling [01905 361821](tel:01905361821).

A pad and pen are available from reception if required. A clipboard 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.

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.

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

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.

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

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 are kept clear and free of obstacles.

Fire exits are clearly signposted.



All bins are an accessible height; they operate by lifting a lightweight lid.

Signage 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 shop, but levels may be lower in some areas of the building to show off key architectural features or protect items of the 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 staircases between the ground and first floors of the two wings of the building. Each staircase has a handrail 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 handrail 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 20cm high and there is a handrail 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 handrail at 98cm 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 handrail at 95cm.

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 accessible toilet with baby changing facilities.

They contain toilets, hand basins and hand dryer facilities. Flooring in all toilets is lino.

The accessible toilet has 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 a flashing light connected to the fire alarm for individuals who are deaf or have hearing loss. Total floor area in the accessible toilet measures 165cm by 215cm.

The cubicles in the main male and female 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:

	<b>Open</b>	<b>Last entry</b>	<b>Close</b>
<b>Tuesday to Saturday</b>	10am	3pm	4pm
<b>Sunday</b>	10pm	2pm	3pm
<b>Bank Holidays</b>	10am	3pm	4pm

The Commandery closes for the month of January. Its opening hours around Christmas and New Year vary, so please check the website or call before your visit.