



Access Statement for Fleetwood Museum

2017/18

There is limited access for people with mobility Impairments as the museum has, at present, no wheelchair access. We are trying to resolve this issue-A feasibility study on providing disabled access has been conducted and some architects plans have been drawn up. The next step is to find out whether as a Grade Two listed building that the plans are acceptable for English Heritage and Wyre Borough Council. If acceptable then we will need to raise the funds required

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 visitors.

Fleetwood Museum

A Voyage of Discovery

- Overlooking the beautiful Morecambe Bay, this friendly Museum is housed in the old Custom House, a Grade II listed building designed by the famous architect Decimus Burton, and explores the story of Fleetwood from past to present.
- Find out about the Victorian idealism of Fleetwood's founder, Sir Peter Hesketh Fleetwood, and his friend Decimus Burton, who designed and began building the new Victorian planned seaside town.
- Come and discover more about Fleetwood's heyday as a Victorian seaside resort, its cargo trade, ferry services, its lifeboats and brave lifeboat men, about the docks, the invaluable and heroic role trawler men played during the wars, the chemical giant ICI and much more...
- Two galleries tell the fascinating story of Fleetwood's hugely successful endeavours at deep sea fishing and inshore fishing.
- Drop in and have a coffee in our comfortable, friendly Coffee House and feel free to browse in our shop, which has a wide variety of gifts and souvenirs for sale.



Collections

The Museum's collections focus on the history of Lancashire's first planned Victorian new seaside town and on the fishing industry that developed at Fleetwood. Over the years many paintings, photographs, objects and archives have been collected relating to the idealism of its founder Sir Peter Hesketh Fleetwood, the building and planning of Fleetwood, the new railway, the Victorian and 20th Century seaside resort, the cargo and industrious fishing port and the home of important 20th century industries such as ICI.

Opening Times:

	Apr 1st – Nov 30th
Mon	CLOSED
Tue	10.30am-3.30pm
Wed	10.30am-3.30pm
Thur	10.30am-3.30pm
Fri	10.30am-3.30pm
Sat	10.30am-3.30pm
Sun	CLOSED

Open on Sunday & Monday for Bank Holiday weekends (11am - 4pm).
Average visit 1-2 hours

Admission Charges

Adults	£ 3.00
Concessions	£ 2.00
Accompanied Children	FREE
Carer accompanying a disabled person-free entry	

Facilities

- **Limited access to mobility disabled users**
- Visitors with guide dogs welcome
- Free parking at front of Museum and along the promenade (close by)
- Coach drop-off point
- Gift and souvenir shop
- Café serving light refreshments
- Toilets including disabled and baby changing facilities
- Family events and activities
- Exhibitions
- VAQAS Accredited

Museum location

The Museum is situated in Fleetwood next to the River Wyre on Queen's Terrace and overlooks the beautiful views across Morecambe Bay. These views can be seen more closely with the use of the museum's roof top camera. Fleetwood has many areas of historic architectural interest and has a picturesque seafront and lovely sandy beaches with an excellent promenade. The museum is 2 minutes away by foot from the popular Fleetwood Market and approximately 10-15 minutes by foot from Freeport – a large shopping complex. It is also close to the town centre which

can be reached by foot in 5 minutes. The majority of Fleetwood is on level ground, including all the areas mentioned above.

Accessibility

The museum can be reached on foot from all parts of the town centre. It is easily accessible by car, with free parking all along Queen's Terrace and the Promenade.



We can also be reached by bus or tram, both of which are provided with mobility disabled access. Stagecoach and Blackpool Transport run regular services through the town.

The nearest train stations are at Poulton le Fylde (4 miles away) or at Blackpool (9 miles away). Both of these have easy.

Local taxi services:

- Fleetwood Cab Co. Ltd, +44 (0)1253 872222
- Wyre Taxis, +44 (0)1253 772222
- 2000 Cabs, +44 (0)1253 771111

Further information on Taxi Services, Bus /Tram Services and other local services can be obtained from:

Visit Fleetwood Tourist Information Centre

Marine Hall, The Esplanade, Fleetwood, Lancashire FY7 6HF

Phone: +44 (0)1253 887693 - Email: fleetwoodtic@wyre.gov.uk

Fleetwood Tourist Information Centre can help provide information on everything from the seaside town of Fleetwood to other nearby places such as the seaside resort of Blackpool. They can help you find a hotel, bed & breakfast, self-catering and caravanning / camping accommodation, provide maps of the Fleetwood and Blackpool area and give independent advice on some of the best tourist attractions in the area.

The Museum



The museum is sited on a reasonably level road and the pavements nearby are flagged quite evenly. There is no level access, ramp or lift to enter the museum and there are seven steps with a handrail and one step without a handrail to climb to enter the museum. Once in the museum, the whole of the ground floor is on one level, this includes; the reception, shop, cafe, disabled (unisex) and ladies toilet Victorian Boarding House, Deep Sea Fishing and Port Galleries. All doorways exceed 70cm wide/2 ft 3 ½ inches (the smallest one being 72cm/ 2ft 4 ½ inches and the largest – entrance door 130cms/4ft 3inches). There is a mix of floor surfaces throughout the museum with the majority of it being short pile carpeting and the rest in Karndean or wood. The museum is quite well lit with a mix of ceiling spots and fluorescent

tubing throughout but there are small areas where lighting is slightly dim. All of the information or interpretation panels throughout the museum are in large print with a mix of text and pictorial illustrations. We can offer audio information if required and our staff and volunteers are happy to read aloud any printed format information. There is seating in various areas of the museum to allow people to sit down if required.



We look forward to welcoming you. If you have any further queries or require any assistance please phone 01253 876621 or email fleetwoodmuseum@lancashire.gov.uk

Reception, Shop & Coffee House



Welcome to the Coffee House at Fleetwood Museum. Based at Queen's Terrace, overlooking Morecambe Bay, our friendly volunteers offer a warm welcome and a new menu packed full of tasty local produce. In the well-stocked shop next to the Coffee House, traditional and contemporary gifts for all ages can be purchased.

The reception/ shop and Coffee House are on the same floor level (called ground floor level hereafter) as the main entry doors and are sited just to the left of the museum entrance. (Note: There is no lift, ramp or level access to enter the museum and there are seven steps with a handrail and one step without a handrail to climb to enter the museum). To reach the first floor there are 20-21 steps to climb depending on which staircase is used-both have handrails.



There is an 87cm/37inch doorway to the reception/ shop and a 72cm/28 ½ inch doorway leading to the Coffee House. There is room to accommodate or manoeuvre a wheelchair in both areas and the flooring is level with karndean, a plastic wood style throughout. The reception desk is quite high and has no low counter area- however staff can and will come to front of counter if there is a problem with reaching the desk height or the user can access to pass things to staff on the left hand side. The shop has mainly shelf displays and some are quite high, although the more

popular stock is at low level. Staff and volunteers are always ready and willing to assist in any way they can. There is one floor display in the centre of the room of low height which has small compartments containing mainly child orientated gifts. We are in the process of having hearing induction loops with appropriate signage added to both the reception/shop desk area and to the Coffee House counter area. There is no background music in the shop but there is background music in the Coffee House. The Coffee House counter is of average height.

The tables and chairs within the Coffee House are standard height armless chairs and tables (table height 73cm/just under 29 inches and the chairs are floor to seat height 46cm/18 inches). The service is a mix of self serve and table service. We can cater for various dietary needs but we require notice in advance of a visit. (The working menu is based around bread/ panini's with salad, cheese, ham, tuna or beef fillings). The menu is displayed in large print on a board to rear of Coffee House counter, a small blackboard on the counter and menu's designed for table use. Staff and volunteers are always ready and willing to assist in any way they can and will read out the menu if asked. The disabled and ladies toilet is in a corridor behind the Coffee House and shop and is on the same level.

Public Toilets



On the ground floor level, there is a disabled toilet (Unisex) and one ladies toilet with wash hand basin. The disabled toilet room has plenty of room to manoeuvre a wheelchair (the room is 208cm x 208 cm/just under 7ft x 7ft -with the toilet (floor to seat height of toilet is 43cms/17 inches) placed on the extreme right as you enter-and the door entrance space is 91 ½ cm/ 3ft wide) and has both vertical and horizontal grab rails to enable access to the toilet. The wash hand basin is close to the toilet and has a lever tap washing facility. The room is fitted with a red alarm cord which can be pulled if a disabled person requires assistance and this is connected to an alarm in reception. There is also a flashing red light which will come on automatically if the fire alarm goes off to warn anyone in the process of using the toilet. The disabled toilet has an emergency light which



comes on automatically if there is a power failure. The disabled toilet also contains children's nappy changing facilities. The room is designed so that those with eyesight difficulties can differentiate between doors, walls, and equipment easily through use of contrasting colourings.

On the first floor there are gents toilets-one cubicle, one urinal and two hand wash basins- and one ladies toilet with wash hand basin.

The lighting level in all toilets is bright with the use of fluorescent lamps. The flooring in all toilets is non slip laminate. All toilets remain open unless in use.



Garden

The garden area is quite small but is level and has flower beds, grass areas and three family sized picnic benches. The width of the level paved stone footpath is, at its narrowest, 61cm/ 24 inches.

Description of facilities, equipment or services offered (not mentioned above).

The Museum Manager has received disability awareness training and some volunteers have received training in past employment. An information sheet is available in digital format (which can easily be changed in to large print) and can be printed off as and when required. There are also some hard copies at reception.

There are visual and audible signs around the museum to help warn visitors of any need to evacuate the building. The Museum Assistants will also thoroughly sweep the building and help to ensure that everyone is assisted out of the building if the need arises.

Assistance dogs are welcomed: we can provide water and if necessary, there is a small area that could be used for dogs to run around/ toilet area.

We do not have an area where mobility scooters/ battery powered wheelchairs can be charged-it is unlikely that these would be able to gain access to the building because of the front entry steps.

Fleetwood Tourist Information Centre can provide details of local accommodation and access statements. Their details are included above.

Describe any planned improvements to your accessibility

A feasibility study on providing disabled access has been conducted and some architects plans have been drawn up. The next step is to find out whether as a Grade Two listed building that the plans are acceptable for English Heritage and Wyre Borough Council. If acceptable then we will need to raise the funds required.

Fleetwood Museum

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www.lancashire.gov.uk/museums