



# **Access Statement**

## **April 2018**



## ***Introduction***

Fleetwood Museum is located in a Grade II Listed building, designed with exterior steps and internal staircases that can pose difficulties for some people with mobility problems. It has recently come under the governance of Fleetwood Museum Trust, a Charitable Independent Organisation, and operates with one paid member of staff and a number of volunteers. The Trust aims to make the museum more accessible to larger numbers of visitors and will be exploring ways in which this can be achieved. Any proposed changes to the present building will however have to be acceptable to English Heritage and Wyre Borough Council, and funds will need to be raised before any ideas can be realised.

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 to **all** our visitors.

## ***1. Location***

Our friendly Museum explores the story of Fleetwood from past to present. Housed in the old Custom House, a Grade II listed building, situated on Queen's Terrace next to the River Wyre it overlooks the beautiful views of Morecambe Bay and is in easy reach of Fleetwood's excellent promenade, lovely sandy beaches and many areas of historic interest.

We are located at **6-7 Queens Terrace, Fleetwood, FY7 6BT** and are only two minutes away on foot from the traditional Fleetwood Market, five minutes from the town centre and 10-15 minutes walk from the popular Affinity Outlet shopping complex. The majority of Fleetwood is on level ground.



## ***2. Travel and parking***

The museum is easily accessible by car, with free parking all along Queen's Terrace and the Promenade. It is just a five minute walk from major bus and tram routes from Blackpool with both buses and trams having access for those with limited mobility..

See [www.lancashire.gov.uk/roads-parking-and-travel/public-transport/bus-timetables/](http://www.lancashire.gov.uk/roads-parking-and-travel/public-transport/bus-timetables/) for more information.

The nearest train stations are at Poulton le Fylde (4 miles away) or at Blackpool (7 miles away). Both of these have easy access. For bus or tram times from Blackpool, or bus times from Poulton, see <https://www.blackpooltransport.com/>

*Local taxi services:* Fleetwood Cab Co. Ltd, +44 (0)1253 872222, Wyre Taxis, +44 (0)1253 772222, 2000 Cabs, +44 (0)1253 771111

For **Tourist Information contact the** Marine Hall, Fleetwood, Lancashire FY7 6HF  
Phone: +44 (0)1253 887693, or email [fleetwoodtic@wyre.gov.uk](mailto:fleetwoodtic@wyre.gov.uk)

### **3. Visiting us**

The museum is open Tuesday – Saturday 10.30 – 16:00pm from 1 Apr – 30 Nov and we also open on bank holidays.

**Admission charges** are Adults - £3.00: Concessions which includes Students - £2.00  
Carers accompanying adults with disabilities – FREE  
Children must be accompanied by a responsible adult and are admitted - FREE

The museum is sited on a level road with nearby pavements, mainly evenly flagged.

The collection is displayed over two floors, both of which necessitate climbing stairs.

There is no level access, ramp or lift to the building.



Access to the lower galleries, reception, shop, coffee house, accessible (unisex) and ladies toilets is via seven steps with a handrail and one step without.

The first floor galleries are accessed by means of two staircases with 20-21 steps to climb depending on which is used - both have handrails.

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 with the majority being short pile carpeting and the rest in Karndean or wood.



## **Toilet facilities**



On the “ground floor” level within the building, there is one ladies toilet with wash hand basin and one unisex accessible toilet.

The accessible toilet is decorated in contrasting colours so that those with eyesight difficulties can differentiate between doors, walls etc. and has both vertical and horizontal grab rails to assist the user. It is fitted with a red alarm cord and emergency

lighting. The wash hand basin is located close by and has a lever tap.

On the first floor there is a gent’s toilet - consisting of one cubicle, one urinal and two hand wash basins, and an additional ladies toilet with wash hand basin.

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

## **First Aid**

If you require medical assistance, please ask one of our volunteers to phone an ambulance and / or arrange for one of our trained first aiders to help you. An accident book and first aid kit is kept at our reception desk. You or one of your party may need to help the volunteer to complete it.

## **Dogs**

Whilst dogs are not generally permitted in the Museum buildings, assistance dogs are welcomed and we can, on request, provide water and a small walkabout area for their use. There are railings outside the museum where dogs can be tied up during your visit.

## **4. Displays**

There are numerous galleries where you can learn about Fleetwood's heyday as a Victorian seaside resort, its cargo trade, ferry services, the fascinating story of its huge success at both deep sea and inshore fishing and the invaluable and heroic role trawler men played during the wars. Within the galleries there is a celebration of the brave life boat men who aided vessels within Morecambe Bay and the

contribution that the chemical giant ICI made as a major source of employment for the town and much more...



The museum is well lit with a mix of ceiling spots and fluorescent tubing but there are small areas where, lighting is slightly dimmer due to the need to protect our artefacts and displays. All of the information or interpretation panels throughout the museum are in large print with a mix of text and pictorial illustrations. Audio information is on offer for those that require it and volunteers are happy to read aloud any printed format information.

There is seating available in various areas of the museum to allow people to rest.

### ***The Boat Hall***

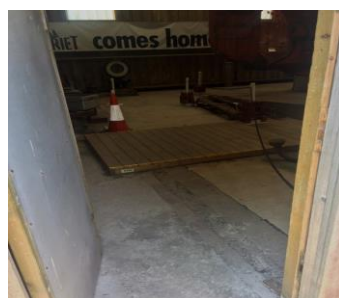
The Fleetwood built fishing smack, Harriet, is on display in a large boat hall to the rear of the Museum, along with other dockland artefacts. Please ask one of our volunteer guides who will be pleased to provide access. The Boat Hall can be located through a door on the ground floor of the museum. The door is 84cm/2ft 9 inches wide. Outside, there is a small step that leads onto a level gantry, and then 7 steps to the ground level outside. The gantry and steps both have hand rails.



Through a wooden gate there is a walk of about 20m along a level paved stone footpath, which at its narrowest, is 61cm/ 2ft 4 inches wide.



The Boat Hall entrance itself is 80cm/2ft 7½ inches wide and has a short step up of 10cm/4inches just inside the entrance.



## **5. Collections**

The Museum's collections chart the history of Fleetwood, with a strong focus on the town's fishing and marine industry. 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.

We can only show a portion of our collection at any one time but we have other ways of showcasing what we have. We offer, by appointment, out of hours guided tours, group and corporate bookings, town walks, talks, community events, learning visits and for those groups who have difficulty accessing the museum our outreach services.

For enquiries relating to the museum collections, or offers of material, contact us at [info@fleetwoodmuseum.co.uk](mailto:info@fleetwoodmuseum.co.uk) or 01253 876 621.

## **6. Enquiries**

If you need help in researching Fleetwood's past you can complete a form in our reception area and we will try to assist. No charges are usually made for this service but donations are always welcomed.

## **Internet access**

Our website will be re-launched in 2018, in its current form it can be accessed at <https://fleetwoodmuseum.co.uk/>

## **7. Shop and Coffee House**

The reception/ shop and Coffee House are on the same floor level as the main entry doors and are sited just to the left of the museum entrance. There is room to accommodate or manoeuvre a wheelchair in both areas.

Our friendly volunteers offer a warm welcome.

In the reception area our well-stocked shop offers a wide selection of traditional and contemporary gifts for all ages.



Alongside is our modern Coffee House serving a selection of delicious coffees, locally produced cakes, freshly made sandwiches, tasty Lancashire crumpets and our renowned afternoon teas, to both museum visitors and the general public alike.

## **8. Facilities we offer**

- Free parking at front of Museum and along the promenade (close by)
- Coach drop-off point
- Visitors with assistance dogs welcome
- Baby changing facilities and a small area where folded pushchairs can be accommodated
- Café serving light refreshments
- Gift and souvenir shop
- Family events and activities
- Temporary exhibitions

For those with additional needs we have -

- an “Induction loop” system in our Reception area to aid those with hearing impairments,
- volunteer guides who can, if necessary, assist those with visual impairments
- accessible toilet facilities
- chairs positioned around the galleries for visitors to rest during their tour
- some volunteers who have received disability awareness training in past employment
- a number of volunteers trained to understand some of the difficulties of people with dementia.
- visual and audible signs around the museum to alert visitors of an emergency and , if necessary volunteers to assist them out of the building
- a clear, easy to read map of the building to allow visitors to take an independent tour and volunteers on hand to answer any questions
- a small secure area for visitors bicycles on request
- a small level garden area with 3 family sized picnic benches
- our outreach programme including a Power Point presentation for those groups for whom a personal visit to the museum would pose problems.

We look forward to welcoming you. If you have any further queries or require any assistance please phone 01253 876621 or email [info@fleetwoodmuseum.co.uk](mailto:info@fleetwoodmuseum.co.uk)

### **Fleetwood Museum**

6-7 Queen’s Terrace, Fleetwood, FY7 6BT.

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**Email:** [info@fleetwoodmuseum.co.uk](mailto:info@fleetwoodmuseum.co.uk)