



Access Policy Statement 2016-2021

Name of museum: Head of Steam - Darlington Railway Museum

Name of governing body: Darlington Borough Council

Date on which this policy was approved by governing body: **Insert date**

Policy review procedure: The access policy statement will be published and reviewed from time to time, at least once every five years.

Date at which this policy is due for review: November 2021

1. Introduction

The museum aims to provide an insight into the age of steam and its social impact on the world. Our mission is to provide a unique and quality experience to all; our commitment is to accessibility for all visitors.

2. Information about the Museum

- Telephone and email available
- Website accessible (use browser to increase text size and colour contrast)
- Attraction literature can be produced in large print and Braille, audio tape can be supplied on request.

Telephone: 44 (0) 1325 405060

Email: headofsteam@darlington.gov.uk

Website: www.head-of-steam.co.uk

3. Museum Opening Hours

April to end of September: Tuesday to Sunday 10.00am - 4.00pm

October to end of March: Wednesday to Sunday 11.00am-3.30pm

Open on Bank Holiday Mondays, but closed on Christmas Day, Boxing Day and New Year's Day

The Ken Hoole Study Centre has facilities available for public research.

The opening hours are Tuesday to Thursday -

April to end of September: 10.30am - 3.30pm

October to end of March: 11.00am - 3.00pm

And every third weekend of the month.

4. Getting to the Museum

- Museum is approximately 1 mile from the town centre on foot, there is a slight uphill walk.
- Museum is approximately 1.5 miles from the East Coast Main Line Station in Darlington.
- There is a rail connection from Darlington Station on the Bishop Auckland Branch Line to North Road Station adjacent to the museum, this is an infrequent service. Please note that North Road Station is not accessible for wheelchair users and those who would find a large step between train and platform difficult to manage. The access to the station is stepped.
- There are frequent bus services from the town centre travelling up North Road passing McNay Street 300m from the museum.
- There are a number of taxi companies within the town centre adjacent to the market square. If you require a wheelchair accessible taxi, it is recommended to book one in advance. There are several providers and their numbers are listed at the end of this document.

5. Admission Charges and entry policy

Adult	£4.95
Adult Concession	£3.75 (Over 60)
Child 6 to 16Years	£3.00
Child Concession	£2.25
Under 6's	Free
Family Day ticket	£10.00 (2 adults up to 3 children)
Annual Family Membership	£15.00 (2 adults up to 2 Children) Unlimited access
Annual Single Membership	£10.00 (6 years and up) Unlimited access
Free admission to pre booked visitors using the Ken Hoole Study Centre	
Free entry to Carers /Assistants with any person /s with a disability	

Free entry to the members of the following organisations on production of a current membership card:

Friends of Museum
NELPG
DRPS
A1 Trust
Museums Association
Heritage Railway Association
GEM

Free admission for schools and other educational groups – when pre-booked.

6. Arrival & Car Parking Facilities

- Entrance to the main car park in front of the museum is via Station Road (no barrier).
- There are 18 spaces in the main car park, 3 are designated for disabled parking (30 metres from the main entrance)
- The overflow car park is 150 metres from the main entrance it has 24 spaces 4 are designated for disabled parking. Both car parks are surfaced with tarmac.
- The entrance to the museum is via 3 natural stone steps and flagged flat approach covered by a canopy. There is also a ramped approach.

- Visitors can be dropped off 3 metres from the entrance where there is a drop kerb facility
- Coaches can drop off 3 metres from the entrance but must park away from the entrance
- Coaches cannot park in the overflow car park (the entrance is not suitable)

7. Main Entrance & Reception

- Automatic entrance door 2.5 metres wide approached up three slightly worn sandstone steps to flat sandstone flagged area
- Ramped access is to the left of the steps
- Reception desk has height adjustment for wheelchair users.
- There is an induction loop system at reception.
- There is seating available for visitors in the reception area.
- All front of house staff and staff answering the main telephone have been trained in disability awareness.
- Guide / Assistance dogs are welcome – and drinking water can be supplied.
- Magnifiers can be borrowed from Reception and we also have signature guides.

8. Public Areas - General (Internal)

- The museum is generally on one level
- Staff are always on hand to offer assistance where required and wear uniform with our name and logo.
- The museum is a non - smoking site.

9. Toilets

- Inside the museum there are two sets of toilets, one on the platform. The other is near the meeting room.
- The platform toilets have one unisex disabled toilet with alarm pull switch and assistance bars, two ladies toilets and one gents cubical plus urinal. All toilets have hot & cold running water.
- The meeting room toilets have one unisex disabled toilet with alarm pull switch and assistance bars and one unisex toilet, both toilets have hot & cold running water.
- The baby changing facility is adjacent to the toilets on the platform.
- Access to all toilets is level with no steps

10. Refreshments

- Hot and cold drinks, biscuits, and crisps can be bought from reception, and consumed in the designated seating area nearby.
- There is level access and staff are happy to assist.
- There is a high chair available.
- Please eat and drink in the designated areas and not around the museum. This is to care for the objects and displays.

11. Shop

- There is level entry to the shop
- The entrance to the shop from the museum is 2 metres wide and is situated at the main entrance.
- Assistance dogs are welcome.
- Some items for sale may be out of reach; the staff offer assistance.
- There is an induction loop system installed at the counter

12. Ken Hoole Study Centre

- Access to the Ken Hoole Study Centre is by a door 84cm wide which opens into the Study Centre from the museum. Visitors requiring assistance can be met at Reception and escorted by staff.
- The furniture is movable.
- Magnifiers are available.

13. Family Facilities

- Children's play room available - parental supervision is required at all times. The room is situated at Reception, accessed through the shop area.
- Baby change facilities are situated in a room off the visitor toilets on the main platform.
- Picnic areas for visitors with their own food are situated in the glass corridor and outside in the museum garden.

14. Breastfeeding

- You are welcome to breastfeed anywhere in the museum, if you would like a more private space, please ask.

15. Outdoor Facilities

- There is a field available for pre booked groups to use for picnics and games, weather permitting.
- There are a number of picnic tables on the lawn in front of the museum.
- Some events may take place on the museum field which has level access but may be soft underfoot depending on the weather conditions.

16. Exhibits and Displays

- Most of the interactive displays are on ground level but some involve climbing steps, which are accompanied by hand rails.
- All areas are suitable for wheel chairs.
- The interactive displays are all large print and also have pictorial representation.
- Audio tours can be provided on request by a member of staff – and interpreters can be provided if booked in advance.
- Paths to external displays on the lawns may not be suitable for wheelchairs

17. Other Useful Contact Information

Emergency number: 999
NHS Walk in Centre: 01325 364271

Local carers

Adult Social Care & Housing, Central House, Gladstone Street, Darlington, DL3 6JX
Tel: 01325 406111
Minicom: 01325 468504
Emergency Duty Team: Tel: 08702 402994 or Text: 07826 903165

Local equipment hire companies:

Darlington Association on Disability: 01325 489999
DAD's taxi: Tel: 07710 158077 (also text this number)
Or tel: 01325 251044

Local public transport numbers:

Traveline – Tel: 0871 200 22 33 or text: 84268
For information about routes, times and fares of buses, coaches, and trains in the North East and Cumbria. The traveline-phone call centre is available between 7.00am and 9.00pm (7.00am to 8.00pm in Cumbria), 7 days a week.

Local accessible taxi numbers:

United Taxis: 01325 282855 or 486060
1AB Taxis: 01325 282828
Bond Travel: 0845 2916358
Billy's Taxis: 07931 979788
Taxicall: 01325 939936

We welcome your feedback to help us continuously improve, if you have any comments please phone 01325 405060 or email: headofsteam@darlington.gov.uk