

# Nelson Museum & Local History Centre, Monmouth – Access Statement

## Introduction

This statement, deals in the main with issues of geographical and physical access. However matters of, intellectual, social, and cultural access are also addressed.

*Please note “The access statement does not contain personal opinions regarding our suitability for those with disabilities but aims to describe the facilities and services we offer for all our visitors.”*

The Nelson Museum & Local History Centre is located in the centre of Monmouth. It is one of three museum operated by Monmouthshire County Council’s Museum Service. It has a magnificent internationally renowned collection of Nelson material. The history of this ancient town is also illustrated. Charles Rolls co-founder of Rolls Royce lived locally and his exploits are also featured in the History Centre. It also has a gift and book shop selling appropriately themed products.

## Practical Information

The Nelson Museum & Local History Centre  
Market Hall  
Priory Street  
Monmouth  
Monmouthshire  
NP25 3XA

Tel: 01600 710630  
nelsonmuseum@monmouthshire.gov.uk

Admission Free

Opening Hours: Mon-Sat 11-1, 2-5, Sun 2-5 reduced hours Nov – Feb inclusive close 4pm

Pre-arranged group and school visits can be arranged out of normal hours

Monmouth Field & History Society meet monthly at the Museum and run the Flower table in the Foyer

## Geographical Access

Arriving at the Museum

### Train

The nearest railway stations are Newport, Abergavenny or Hereford, there is no station in Monmouth.

## **Bus**

The nearest bus stop is located in Agincourt Square, c.100 metres away from our main entrance. Bus Information is available throughout the year by telephoning 0871 200 2233 from 7 am – 10 pm daily. For online information for public transport, follow these links:

<http://www.monmouthshire.gov.uk/index.php?id=publictransport>  
[www.travelinecymru.info](http://www.travelinecymru.info)

## **Car**

The museum and gallery does not have dedicated public parking. There are a number of public car parks nearby. They include;

Glendower Street, short term parking 5 minutes walk.

Old Cattle Market, long term parking, 10 minutes walk.

<http://www.monmouthshire.gov.uk/index.php?id=parking>

## **Disabled parking**

There is Blue Badge disabled parking close by.

## **Bikes**

We do not currently have a dedicated bike rail close to the museum entrance. There is a wall with railings in close proximity which may be suitable for chaining a bike. We cannot guarantee the security of the bike while on our premises.

## **Physical Access**

### **Entrance**

The main entrance to the museum is approached from Priory Street on a level pavement. The front door is automatic and is 153 cms wide, and opens into a large foyer. Here there is a noticeboard with posters for community events and other attractions in the area. Leaflets are also available. There are cased displays relating to the Museum collections, and also additional shop related displays. There is also a Wild Flower table maintained by the Field & History Society. The museum is accessed by an internal glass door which is normally closed with a push door handle. The width of this door is 91 cms.

### **Reception**

This door opens to our main reception, which is well-lit, with a reception desk facing you as you enter. The shop is located to the side of our reception desk, the galleries located off the shop entrance. A bin for umbrellas, a donation box and tourism information leaflets relating to Monmouth and the immediate vicinity. The reception desk is staffed during opening hours and is located less than 1.5m away from the internal entrance door. The reception desk has been designed to accommodate the needs of different users and is 115cms high. A hearing induction loop for use in the main gallery can be made available on request. Wi-Fi is available throughout the Museum. Two family backpacks created as part of an Our Town community project can also be hired from here to go out and explore the town's history,

### **Shop**

The floor of the shop is level. High display shelves may not be accessed from a seated position. Staff are available to provide assistance. There is room to manoeuvre a pram or a wheelchair. The shop is licensed to sell alcohol.

## **Toilet facilities**

### Ground floor

There is a unisex WC located on the ground floor off the museum's research and library area, which is wheelchair accessible. It measures 230 cms by 300 cms and comprises toilet, wash hand basin, hot water provider, soap dispenser, paper towel dispenser, bin and sanitary bin. The toilet roll dispenser is placed 87 cms from floor level. There is a baby changing table. There is short handrail fixed to the wall and a pull down arm rest. (A shower is also available)

There is a Ladies toilet with vinyl flooring located at the end of the corridor. There is an outer door 81 cms wide with a wash hand basin, hot water provider, paper towel dispenser and bin. There is then an internal door 57.5 cms wide to the toilet cubicle. The Mens facilities are identical in size.

## **Flooring**

The foyer has ceramic tiles, the reception and shop, museum and upper gallery are carpeted. The toilets and access corridor are covered with vinyl flooring. The stairs to the upper gallery have solid treads of a dark composite material.

## **Displays**

On the ground floor, leading off to the right through an arched entrance is the Nelson collection. The central gallery has local history displays and is also used for changing exhibitions. Leading off to the left is a reference library and research area, equipped with microfiche reader, scanner / photocopier with collections accessible under supervision of the front of house staff. There are some childrens activities and a family activity centre are also available.

The displays in the galleries feature either 2D or 3D works and all work is captioned with text size 14pt or above. 2D works are hung to a level to ensure as visibly accessible to users as possible.

There are a number of stairs to access the first floor - the first flight comes onto a landing, and then 6 steps to reach the first floor. There is a wooden handrail alongside all stairs.

The displays in the museum on the ground floor are a combination of works within glass display cases, open display (such as the furniture), and panels with a combination of text and images. We try to ensure text on these wall panels is at least size 16 with smaller captions at size 14.

There is a member of staff in the museum who can provide assistance and additional information. A file containing photographs and information about exhibits in the first floor gallery is available for those unable to access it.

We do not currently offer an audio trail.

Pre-arranged tours for groups, schools, colleges with specific needs can be arranged.

## **Lighting**

The reception and shop are well and evenly lit. The gallery is normally well and evenly lit except on occasion when light levels need to be lowered for conservation needs of specific art works. The stairs are well lit but some museum displays have low light levels, due to the conservation needs of more vulnerable museum objects.

## **Intellectual access**

We recognise that there can be intellectual barriers to access to our collections and events, and to overcome this, our displays are designed with regard to informing visitors with differing learning styles, prior knowledge, and/or abilities.

QR codes giving access to Wikipedia pages generated under the Monmouthpedia initiative (the first Wikipedia town in the world) allow visitors with smart phones to access in depth information which is also accessible in up to 20 different languages.

Pre-arranged tours for groups, schools, colleges with specific needs can be arranged.

We encourage the widest possible audience to study the collection and seek ways to improve and extend access to information and scholarly research. We consult with users, non-users, specialist organisations, and other museums and galleries, on the best and most practical ways of improving intellectual access.

Members of staff on duty will where possible provide assistance and additional information.

### **Social access**

It is our policy to remove social barriers to access by ensuring that entry at low cost or no charge is offered for the Museums and special events, and where charges have to be made

### **Cultural access**

We recognise that cultural or social barriers to accessing the Museum and its collections may exist. To challenge and overcome these barriers we will continue to undertake initiatives to reach different sectors of the community, and engage them with the Museum and its collections.

### **Welsh language**

We recognise Welsh as an official language and its equal status with English. This will be addressed as new exhibition text and other material is initiated.

### **Additional information**

All staff receive training that includes disability awareness and customer care.

Assistance dogs are welcome inside the museum and gallery. Non-assistance dogs are not.

We welcome suggestions on improving our service through comments books, phone, email etc.