

# **Hull Museums & Gallery**

## **Accessibility Guide for Hands on History Museum**

**Contact for accessibility enquiries: Esther Hallberg**



### **Welcome**

Our visitor attraction is located Trinity Square, in Hull's old town, within the old Grammar School Museum.

Our collections include Victorian-era Culture and History, alongside Egyptian Artefacts and the History of Hull.

Whether you take a tour or book a group session, we guarantee a sensational experience.

We are accessible for wheelchair users and can cater for anyone with other specific access requirements.

Entry to the museum is free. We are open from 12.00 noon to 4.00pm every second and fourth Saturday of each month.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

## At a Glance

### Level Access

- There is level access from the main entrance to:
  - Ground Floor – The Victorian Gallery – Childhood
  - Ground Floor – Education Room
  - First Floor – Mummy Exhibition
  - First Floor – Hull Gallery – The Story of Hull and its People
  - Ticket/ Information desk
  - Accessible WC

### Access with steps

- There are steps from the main entrance to:
  - Ground Floor – The Victorian Gallery – Lower Level and Upper Levels

### Hearing

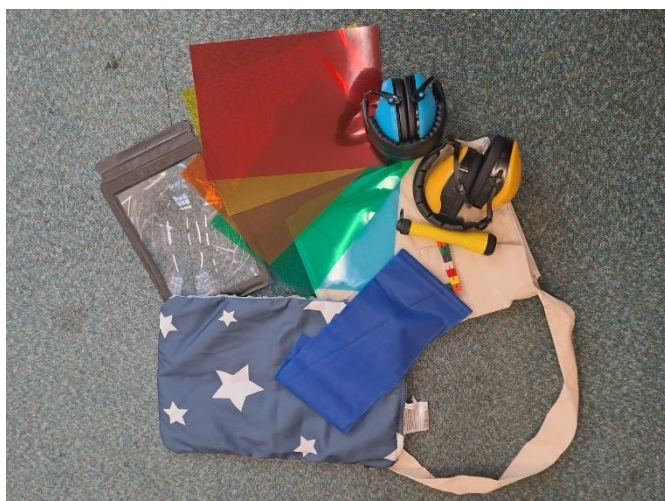
- The fire alarm has flashing lights.
- Some staff have had D/deaf Awareness training
- We have a hearing loop in the information desk and we have a portable induction loop system, which can be accessed upon request. This is used during events.

### Visual

- Some parts of the venue have low lighting.
- There are large print and braille maps of the museum available at the reception desk

### General

- There is at least 1 public toilet for disabled visitors.
- Staff have had disability awareness training.
- There are sensory resource boxes available at the front desk where you can borrow ear defenders, fidgets, coloured filters for reading text, magnifiers, weighted cushions, a torch and a TheraBand.



## Sensory resource box contents and box

### Getting here

Hands on History Museum  
South Church Side  
Hull  
HU1 1RR



#### *Travel by public transport*

- You can get to Hands on History Museum by bus and train.

The nearest bus stops (500m away) are on Monument Bridge (1, 1C, 55, 55A, 63, 66, 66B, 152, 153, 154) going towards the station, other bus routes available from Alfred Gelder Street (going to East Hull) or Bond Street (to West Hull). The nearest train station is Hull Railway station is 0.6 miles/1.0km away.



#### *Travel by taxi*

There are a number of Accessible taxi services in Hull, it is best to consult with them first about your journey. These include;

- Wheelchair Taxi Hull, City Cabs
- Wheelchair Taxi Hull
- Black Tie Travel Hull

The council has a list of designated wheelchair accessible taxis which can be found here

<https://www.hull.gov.uk/licences-permits-registrations/wheelchair-access-taxis-private-hire-cars>



Accessible taxis should be booked in advance. To access the attraction please ask to be dropped off as close to our entrance as possible. There are double yellow lines outside the front entrance.



#### *Parking*

- There is a drop-off point at the main entrance. The drop-off point has a dropped curb.
- There is designated Blue Badge parking on South Church Side.
- There is also a multi-story car park and further on street parking on Lowgate (King William House APCOA).  
Mini buses can drop off outside the building.



Drop off area opposite the main entrance.

## Arrival



### *Path to main entrance*

- From the street to the main entrance, there is level access.
- The path is 1500mm wide, or more.



### *Main entrance*

- The main entrance has level access.
- The door is 750mm wide.
- The main door is side hung and manual.
- The entrance doors may be shut during group visits.
- A width greater than 1000mm can be achieved when both doors are open.  
The lobby doors have a width of approximately 720mm per leaf. A width greater than 1000mm can be achieved when both doors are open.



Entrance doors to the Museum



Lobby doors to the Museum

## Getting around inside

### *Visual Impairment - General Information*

- Some parts of the venue have low lighting.



First Floor: Mummy Exhibition



### *Lift*

- We have 1 lift.
- You can get a lift to all floors.

*The lift provides access to both the ground and first floor exhibitions.*

- The lift door is 800mm wide.
- The lift is 1100mm wide. The lift is 1400mm deep.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- There is a mirror located on the back of the lift. The flooring in the lift is non-slip material.



Ground Floor: Passenger Lift

### Ticket/ information desk

#### *Ticket/ Information desk*

- From the main entrance to the desk, there is level access. The route is 1000mm wide, or more.
- The desk has a lowered counter to the left-hand side, enabling approach and use at both sides for visitors either standing or seated.
- The area is well and evenly lit by natural light and artificial lights.
- The reception desk features an Induction Loop system.



Ticket/ information Desk

#### *Ground Floor – The Victorian Gallery – Childhood*

- From the main entrance to this area, there is level access. The route is 1100mm wide, or more. Some display information is low, for wheelchair users. There are seats.
- There are various display heights throughout this section. Widths between exhibitions are over 1000mm. Tactile exhibitions are available within this area.



Victorian Childhood Exhibition

*Ground Floor – The Victorian Gallery – Lower Level and Upper Levels*

- From the main entrance to this area, there are 6 steps. There is no lift and no ramp.
- There are seats.
- There is no step free access to these areas of the museum.
- Items from the Upper Level, such as books and puppets, can be retrieved by staff for visitors to use who may require level access to exhibition areas.
- Braille alphabet blocks are available.



Lower Ground Floor - Victorian Exhibition

*Ground Floor – Education Room*

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more. The door is 900mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.

*First Floor – Mummy Exhibition*

- From the main entrance to this area, there is level access. There is a permanent ramp. There is a lift.

- From the lift to this area, the route is 1000mm wide, or more. The door is 900mm wide.
- Some display information is low, for wheelchair users.
- This exhibition space has low level lighting to preserve the artefacts in this gallery.  
The width between the display cases is below 1000mm.



Mummy Exhibition

*First Floor – Hull Gallery – The Story of Hull and its People*

- From the main entrance to this area, there is level access. There is a permanent ramp. There is a lift.
- From the lift to this area, the route is 1000mm wide, or more. The door is 900mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Some videos have subtitles.
- There are floor to ceiling display throughout this section, creating corridors and although widths of the space are over 1000mm in most areas, wheelchair users still need to take care when navigating through this exhibit.
- Many television units provide photograph slideshows, which is indicated via signage.



Entrance to The Story of Hull



The Story of Hull and its People

### Public toilet

#### *Accessible WC*

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access via a lift and a ramp downstairs to the lift.
- The route is 1500mm wide, or more.
- The direction of transfer onto the toilet is to the right.
- There is 700mm at the side of the toilet. There is 1000mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.
- The compartment is approximately 1520mm by 2780mm. There are baby changing facilities within this toilet. There are two further general public toilets on the first floor, opposite the main stairwell.



First Floor: Accessible WC



First Floor Baby Changing Unit

### Shop

- From the main entrance to the shop, there is level access. There is a permanent ramp. The route is 900mm wide, or more. The door is 900mm wide.
- The museum features a small display of retail items. Access to these items is via a ramped route.
- For visitors who may not be able to access the retail items, front line staff can provide assistance.



Ramp leading to retail items to the side



Retail Items

## Customer care support

### *Accessibility equipment*

- We provide wheelchairs to borrow for free. We do not have a wheelchair or scooter charging point.
- All staff have disability awareness training.
- We have a basic floor plan available, also in braille and Large Print versions.
- We welcome assistance dogs and can provide water bowls.
- There are sensory resource boxes available at the front desk where you can borrow ear defenders, fidgets, coloured filters for reading text, magnifiers, weighted cushions, a torch and a TheraBand.
- We do not currently have Large Print or Braille available for the information panels.
- The reception desk has an installed induction loop. There is also a portable induction loop which can be used for events.

### *Emergency evacuation procedures*

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.
- We have emergency evacuation procedures for disabled visitors through a Personal Emergency Egress Plan (PEEP) system
- In the event of an evacuation, all customers inside the museum will be led to safety by a member of the team or by a member of the fire brigade.  
We have evacuation chairs to assist with egress from the first floor.
- We have Evac chairs to help with emergency evacuation from upper floors.

### *Customer care support*

- All staff have disability awareness training.
- Some staff have BSL training.
- The nearest Changing Places facility is in Trinity Market, approximately 80m away.
- On large event days we provide BSL interpreters for selected talks and performances, and provide accessible viewing spaces.
- We have seating at regular intervals around the museum.
- The nearest Changing Places toilet is on the ground floor of the Guildhall.  
Please ask at the reception for directions.
- We do not have a café. There are quite a few pubs and cafes on the square and Trinity Market is opposite the museum on the other side of the square.