

# Hull Museums & Gallery

## **Accessibility Guide for Hull Streetlife Museum**

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<https://www.hcandl.co.uk/museums-and-galleries/streetlife-museum/streetlife-museum>

**Contact for accessibility enquiries: Esther Hallberg**



### **Welcome**

Our visitor attraction is located within the Museum Quarter off the High Street

Climb aboard at the Streetlife Museum and enjoy all the sights, sounds and smells from the past. Experience 200 years of transport history as you walk down a 1940's high street, board a tram or enjoy the pleasures of our carriage ride.

Whether you take a tour, we guarantee a sensational experience.

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

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

Watch the video: Virtual Tour of Streetlife Museum

<https://www.hullmuseums.co.uk/streetlife-museum>

## At a Glance

### Level Access

- There is level access from the main entrance to:
  - Ground Floor – Street Scene and Arcade
  - Ground Floor - The tour – Cinema
  - Ground Floor - The Car Gallery
  - Ground Floor - The Railway Gallery
  - First Floor - The Cycle Gallery
  - First Floor - The Carriage Gallery
  - First Floor - The Country Estate
  - Tram Gallery and Street Scene Area - Accessible WCs

### Hearing

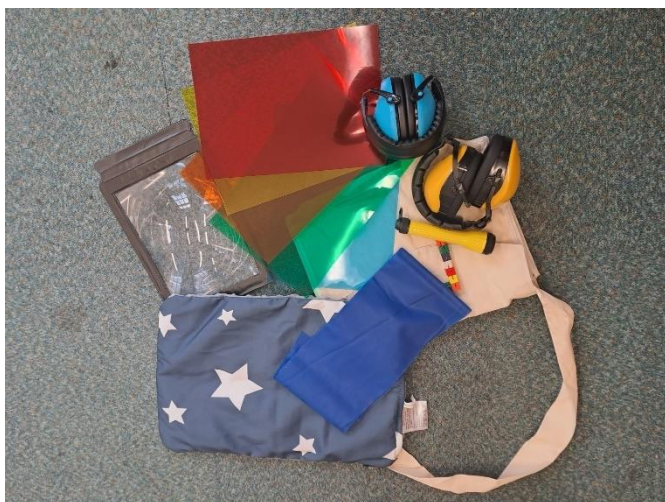
- The fire alarm has flashing beacons.
- Some staff have had D/deaf Awareness training.
- The reception desk has a permanent induction loop.

### Visual

- Glass doors have contrast markings.
- Some parts of the venue have low lighting.
- We have some display information in audio, large print and braille.

### General

- There are 2 public toilets 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

Streetlife Museum  
High Street  
Hull  
HU1 1PS



#### *Travel by public transport*

- You can get to Hull Streetlife Museum by bus and train.
- The nearest bus stop is on Alfred Gelder Street Where you can get buses numbered 173,3,14,82 and in the other direction 8, 56, 57,173, X7. The bus stop is 180 yards walk from The Streetlife Transport Museum. The bus stop is 0.1 miles / 0.2 km from Hull Streetlife Museum.
- The nearest train station is Hull Paragon Interchange Station. The train station is 0.8 miles / 1.3 km from Hull Streetlife Museum.
- You can get to The Streetlife Transport Museum by bus and train  
The nearest bus stop is on Alfred Gelder Street Where you can get buses numbered 173,3,14,82 and in the other direction 8, 56, 57,173, X7. The bus stop is 180 yards walk from The Streetlife Transport Museum.  
The nearest train station is Hull Paragon Interchange Station. The train station is 0.8 miles / 279.0 km / 2.1 km / 1.3 km from The Streetlife Transport Museum.



#### *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 taxi which can be found [here](https://www.hull.gov.uk/licences-permits-registrations/wheelchair-access-taxis-private-hire-cars)

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



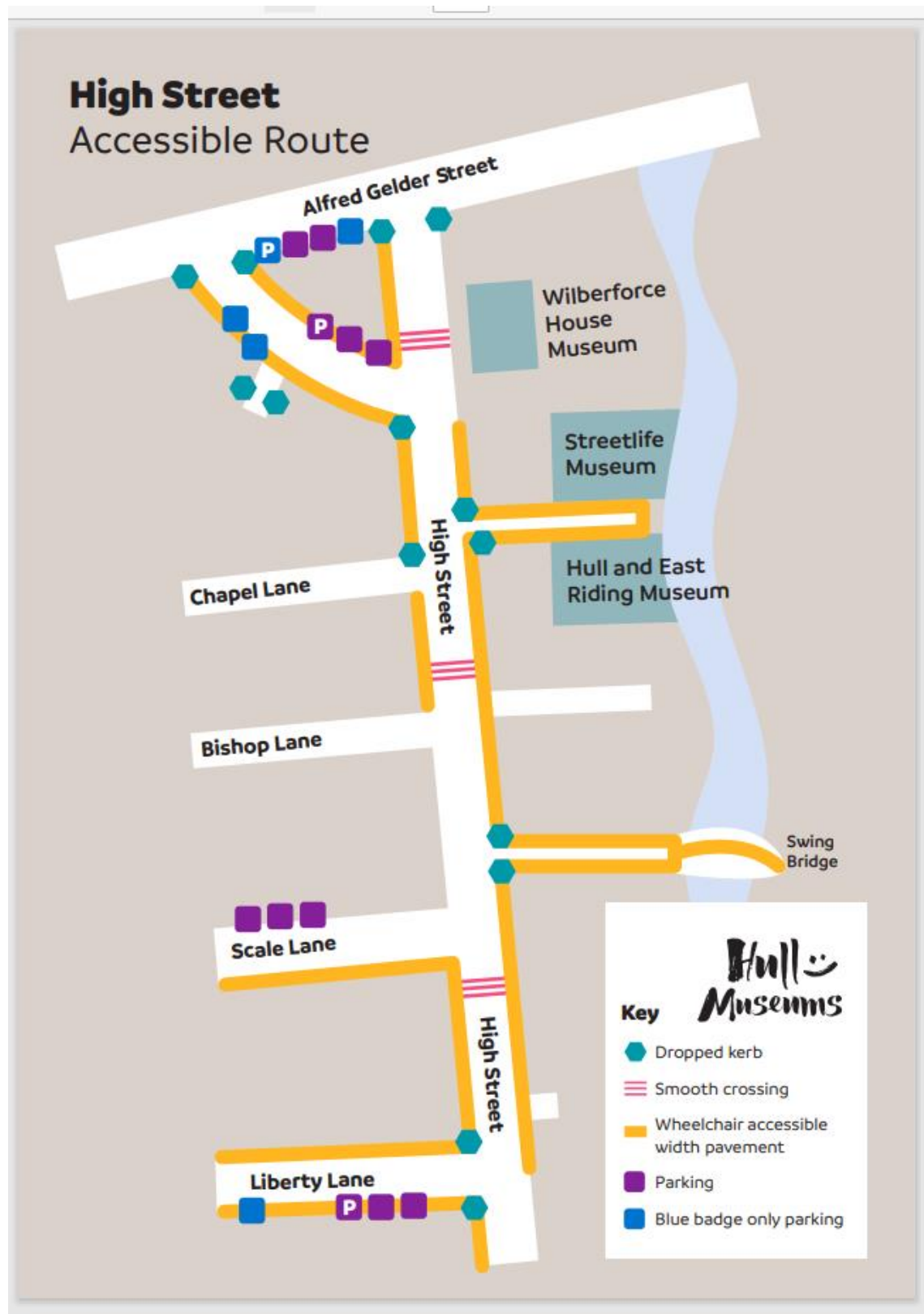
#### *Parking*

- There is no drop-off point at the main entrance. The drop-off point has a dropped kerb. However, you can ring the museum ahead of your visit where you can drop off right outside the museum.
- There are no parking facilities at the museum, however there is blue badge parking on Gandhi Way and Alfred Gelder Street.
- Short stay pay and display is available at Lowgate car park on Wilberforce Drive at 0.2 miles / 0.32 Km walk away from the Museum Quarter. Prices start from £1.20 an hour; the car park is open all day from Mon-Sun. It is cash only.

- The surface from the on-road parking area and car park to the entrance of the attraction is a mix of both paved and cobblestones. There is very little lighting in this car park. Street lights light the route to the attraction. You can find a map of parking and access routes on our website



Lowgate car park



Parking and accessible route map

<https://www.hullmuseums.co.uk/downloads/file/58/hull-museums-accessible-route-map>



## 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 840mm wide.
- The main doors are side hung and manual.
- There are double doors which are 840mm per leaf wide.
- The main door is manually operated but is kept open during warmer periods of the year.
- Watch the video: Streetlife Virtual Tour  
<https://www.hullmuseums.co.uk/streetlife-museum>



Streetlife museum main entrance

## Getting around inside

### *Visual Impairment - General Information*

- We have contrast markings on all glass doors.
- Some parts of the venue have low lighting.
- There are large print and braille floor plans available from reception.



Low lighting in the Carriage gallery



- We have 2 lifts. 1 platform lift near the entrance and 1 at the far end of the museum.
- You can get a lift to all floors.

#### *Platform Lift in Tram Gallery*

- 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 serves the first floor and ground floor.
- The lift is at a right angle entry to the landing
- The lift buttons need a constant press to operate
- The lift door is powered opening
- This lift is prone to breaking and is often out of action.



Platform lift in Tram gallery

*This lift provides access to the upper floor attractions. It serves the Cycle Gallery and the Carriage Gallery.*

- The lift door is 800mm wide.
- The lift is 1100mm wide. The lift is 1400mm deep.
- The lift says the floor number at each floor.
- The lift buttons have braille and raised tactile buttons (numbers and letters).
- The lift has grab rails to three sides.
- There is a mirror located on the back of the lift.
- The lighting in the lift is LED spotlights
- The flooring in the lift is non-slip material.



Main passenger lift



#### *Ticket/ information desk*

*Main entrance reception and information desk.*

- The desk has a lowered counter to the right-hand side, enabling approach and use at both sides for visitors either standing or seated.
- From the main entrance to the desk, there is level access.
- The route is more than 900mm wide and there is clear circulation.
- The area is well and evenly lit by natural light and ceiling lights.
- Merchandise is displayed on shelves up to a height of 1800mm. Staff are available to help customers who require assistance to navigate between fixtures throughout the shop.
- The desk has a permanent induction loop fitted to the desk
- Staff are able to provide pen and paper to help with communication.





Main entrance reception and information desk

### *Things to See and Do*

- We have some display information in audio and large print.

### *Ground Floor – Street Scene and Arcade*

- From the main entrance to this area, there is level access. The route is 1200mm wide, or more.
- Some display information is low, for wheelchair users.
- There are seats at regular intervals. There are benches with arm rests along the stretch of the exhibition area
- There are some shop exhibits along the street scene and Arcade that have a width of more than 900mm enabling wheelchair users to access the interior of many of the shop exhibits



Ground Floor – Street Scene and Arcade

### *Ground Floor - The tour – Cinema*

- From the main entrance to this area, there is level access. The route is 900mm wide, or more.
- Some display information is low, for wheelchair users.
- There are seats at regular intervals.

- The Cinema has a screen which has an audio-visual presentation.
- The videos in the cinema have subtitles.
- Customers are seated throughout the presentation on seats with back rest and armrests.
- There is space at the end of these seats for wheelchairs within this area.
- The route is more than 850mm wide. Some display information is low, for wheelchair users.
- Each film lasts no more than 10 minutes.



Ground Floor - The tour – Cinema

#### *Ground Floor - The Car Gallery*

- From the main entrance to this area, there is level access. The route is 1200mm wide, or more. Some display information is low, for wheelchair users.
- From the main entrance to this area, there is level access. Some display information is low, for wheelchair users.
- As you go through to the Car gallery there is a room that contains numerous old fashioned arcade games that are from the Victorian period onwards that are still in good working order, the majority of these are accessible to wheelchair users.



Ground Floor - Car Gallery - Arcade Games

### *Ground Floor - The Railway Gallery*

- From the main entrance to this area, there is level access. The route is 900mm wide, or more. Some display information is low, for wheelchair users.
- Some display information is low, for wheelchair users.
- Some of the exhibits are inaccessible to wheelchair users as access is via steps such as the Steam Locomotive exhibit and the signal box exhibit



Ground Floor - Railway Gallery - Locomotive and signal box

### *First Floor - The Cycle Gallery*

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 1100mm wide, or more. Some display information is low, for wheelchair users.
- Some display information is low, for wheelchair users.
- There are floor to ceiling display throughout this section, creating corridors and although widths of the space is over 1000mm wheelchair users still need to take care when navigating through this exhibit



First Floor - The Cycle Gallery

### *First Floor - The Carriage Gallery*

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 1100mm wide, or more. The door is 800mm wide.
- Some display information is low, for wheelchair users. There are seats at regular intervals.
- Some of the exhibits are inaccessible to wheelchair users as access is via steps such as the access to interior of carriages.
- There is Audio interactive exhibits which begin their interpretation and character stories during your navigation around the gallery



First Floor - The Carriage Gallery

### *First Floor - The Country Estate*

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 1100mm wide, or more. The door is 800mm wide.
- Some display information is low, for wheelchair users.
- There are some dark areas in the exhibits that may be difficult for those with visual disability however there are some lighting directed at the exhibits that aid navigation.
- There is Audio interactive exhibits which begin their interpretation and character stories during your navigation around the gallery.



First Floor - The Country Estate

#### *Public toilet*

##### *Tram Gallery and Street Scene Area - Accessible WCs*

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1000mm wide, or more.
- The direction of transfer onto the toilet is to the left.
- There is 800mm at the side of the toilet. There is 780mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.

##### *Far end of Street Scene area – Accessible WCs*

- There is a second public toilets for disabled visitors.
- From the main entrance to the nearest public toilet, there is level access. The toilet door is 800mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.
- There is left hand transfer at this toilet
- There are baby changing facilities within this toilet. There is another public toilet on ground floor near the Street scene exhibition.





Tram Gallery area Accessible WC



Street Scene Gallery area Accessible WC

## 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 and a grassy area outside for them.
- 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 have audio description, braille and large print available for our Invacar display.
- We do not currently have Large Print or Braille available for the information panels.

### *Emergency evacuation procedures*

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.
- We have an Evac chair to help with evacuation from upper floors in case of an emergency.
- In the case of an evacuation, all customers inside the Attraction will be led to safety by a member of the team or by a member of the fire brigade.

### *Customer care support*

- All staff have disability awareness training.
- On large event days we set aside a quiet space – this can be at this museum or another one in the Museum quarter depending on the event. Please ask staff for details.
- On large event days we provide BSL interpreters for selected talks and performances, and provide accessible viewing spaces.
- Our quietest visiting times are from 2.30pm on weekdays termtime and Sundays.
- We have a quiet day at this museum on every 1<sup>st</sup> Sunday of the month. In August, it is often busier even on this day.
- The reception desk has an installed induction loop. There is also a portable induction loop which can be used for events
- We have seating 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 pubs and cafes along High Street, most of them have a step to access. The Sailmakers Arms has step free access and a beer garden at the front.
- The Streetlife Museum is in the Museums Quarter on High Street in Hull's Old Town, near the Hull and East Riding Museum of Archaeology and Wilberforce House, next to the River Hull.