

Hull Museums & Gallery

Accessibility Guide for Wilberforce House Museum

Contact for accessibility enquiries: Esther Hallberg



Welcome

Our visitor attraction is located in the Museums Quarter on High Street in Hull's Old Town.

Wilberforce House Museum tells a story of the transatlantic slave trade and its abolition. Follow the fascinating journals and items that belonged to William Wilberforce and glimpse into the West African Culture.

We are mostly accessible for wheelchair users. The first floor of the Georgian Houses requires access via 2 steps from the Wilberforce House side.

A virtual tour of the museum can be viewed on: <https://www.hcandl.co.uk/museums-and-galleries/wilberforce-house/wilberf...>

Entry is free. We are open from 10am – 4:30pm Monday – Saturday, and 11am – 4pm each Sunday.

At a Glance



Level Access

- There is level access from the main entrance to:
 - Ground Floor – Wilberforce House – History of the House
 - Ground Floor – Wilberforce House – William Wilberforce
 - Ground Floor – Wilberforce House – Contemporary
 - Ground Floor – Wilberforce House – Education Room
 - Ground Floor – Wilberforce House – Wilberforce's Hull
 - Ground Floor – Georgian Houses – Edwardian Hull
 - Ground Floor – Georgian Houses – East Yorkshire Regiment
 - First Floor – Wilberforce House – Slavery
 - First Floor – Wilberforce House – Abolition
 - First Floor – Wilberforce House – Silver Gallery
 - Ticket/ Information desk
 - Accessible WC
 - House Gardens



Access with steps

- There are steps from the main entrance to:
 - First Floor – Georgian Houses – Local Craftsmanship
 - First Floor – Georgian Houses – Clock Gallery



Hearing

- The fire alarm has flashing lights.
- The reception desk has an installed induction loop. There is also a portable induction loop which can be used for events.
- Some staff have had D/deaf Awareness Training



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 a public toilet for disabled visitors.
- All staff have had disability awareness training.
- There are large print and braille maps of the museum available at the reception desk
- 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

Wilberforce House Museum
23 – 25 High Street
Hull
HU1 1NQ

 *Travel by public transport*

- You can get to Wilberforce House Museum by bus and train.
-  *The nearest bus stops (165m away) are on Alfred Gelder Street (routes 173,3,14,82 and in the other direction 8, 56, 57,173, X7). The nearest train station is Hull Railways station is 0.7 miles/1.1km 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 taxi 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 at our front entrance. There is restricted vehicular access at our Museum in the High Street, however drop-offs and pick-ups are allowed for disabled visitors on the High Street just outside the Museum Quarter Front Entrance.

Parking

- There is a drop-off point at the main entrance to the Museums Quarter. The drop-off point has a dropped curb.
- There is Blue Badge parking on Gandhi Way, approximately 50m away from the main entrance, as well as on Alfred Gelder Street.
- There is also short stay pay and display parking on Lowgate, an approximate 5minute walk away from the museum. It is cash only.
- Two accessible bays are provided to the rear car park. To access these bays, consultation with the museum staff prior to a visit must be taken.
- Please telephone 01482 616 657 to book and discuss your requirements. You can also email us at museums@hcandl.co.uk.

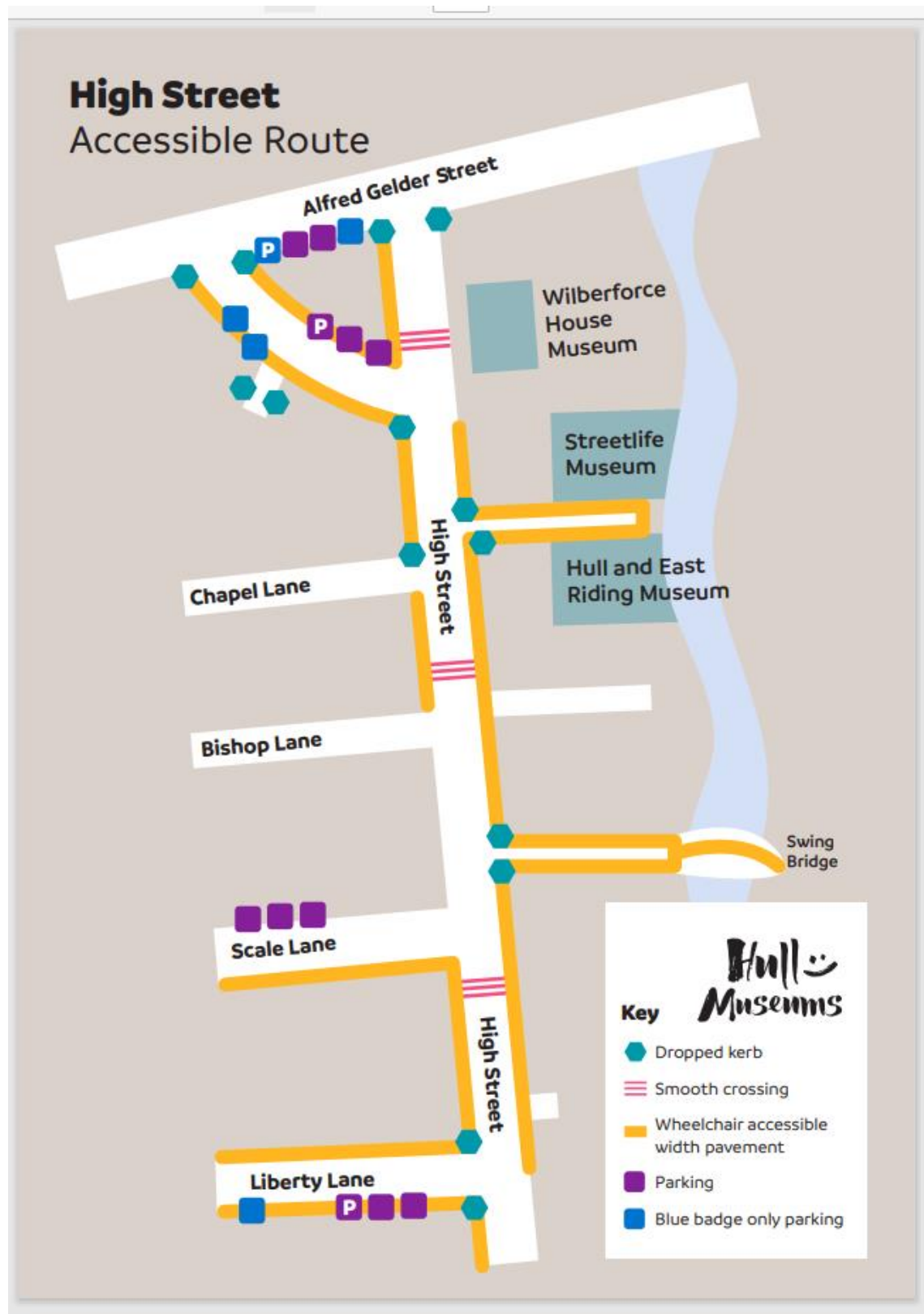
Arrival

Path to main entrance

- From the street to the main entrance, there is level access.

Main entrance

- The main entrance has level access.
- The door is 1000mm wide.
- The main door is side hung and manual.
- High Street is a cobbled street.



Parking and accessible route map

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

The path is narrow in some areas. Please use the above link to identify the accessible route.



Cobbled Street outside Wilberforce House



Crossing point opposite the main entrance



Entrance doors to the Museum

Getting around inside

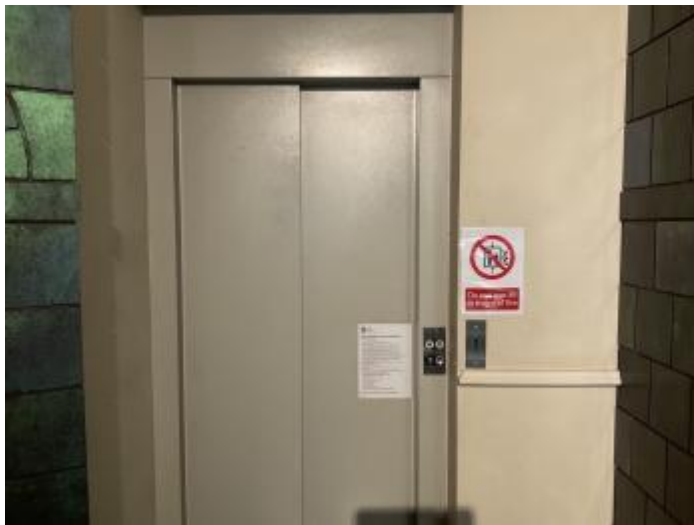
Visual Impairment - General Information

- Some parts of the venue have low lighting.
- There are large print and braille floor plans available from reception.



Lift

- We have 1 lift.
- You can get a lift to some floors.
- 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 raised numbers or letters.
- 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.
- There is only lift access to the first floor of Wilberforce House. The first floor of Georgian Houses is only accessible by stairs.



Passenger Lift



Ticket/ information desk

Ticket/ Information desk

- From the main entrance to the desk, there is level access. The route is 1200mm wide, or more.
- The door is 850mm 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.



Reception desk

Ground Floor – Wilberforce House – History of the House

- From the main entrance to this area, there is level access. The door is 800mm wide.



History of the House Gallery

- Some display information is low, for wheelchair users.

Ground Floor – Wilberforce House – William Wilberforce

- From the main entrance to this area, there is level access. The route is 1000mm wide, or more. The door is 900mm wide.
- Some display information is low, for wheelchair users.
- The videos have subtitles.
- Touch screen interactives are available.



William Wilberforce Gallery

Ground Floor – Wilberforce House – Contemporary

- From the main entrance to this area, there is level access. The route is 1200mm wide, or more. The door is 900mm wide.
- Some display information is low, for wheelchair users.
- There are seats.
- The videos have subtitles.
- Touch screen interactives are available at a height no greater than 900mm.



Contemporary Gallery

Ground Floor – Wilberforce House – Education Room

- From the main entrance to this area, there is level access. The door is 900mm wide.
- There are seats.
- From the main entrance to this area, there is level access via an external, paved route.
- A small kitchenette is available in this area.
- A portable induction loop system can be provided for events and activities.



Education Room

Ground Floor – Wilberforce House – Wilberforce's Hull



Wilberforce's Hull Gallery

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1200mm wide, or more. Some display information is low, for wheelchair users.

Ground Floor – Georgian Houses – Edwardian Hull

- From the main entrance to this area, there is level access. The route is 1200mm wide, or more. The door is 850mm wide.

- Some display information is low, for wheelchair users.
- Exhibition displays and information range between 800mm – 1700mm from ground floor level.



Edwardian Hull Gallery

Ground Floor – Georgian Houses – East Yorkshire Regiment

- From the main entrance to this area, there is level access. The route is 1200mm wide, or more. The door is 850mm wide.



East Yorkshire Regiment Gallery

- Some display information is low, for wheelchair users.

First Floor – Wilberforce House – Slavery

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 1000mm wide, or more. The door is 850mm wide.
- Some display information is low, for wheelchair users. Some videos have subtitles.
- Sensory exhibitions are available.
- Tactile exhibitions are available.

- Digital exhibitions are available, approximately 750mm from ground floor level. A small, recessed area underneath is provided.
- Exhibition displays and information range between 800mm – 1700mm from ground floor level.



Slavery Gallery Route



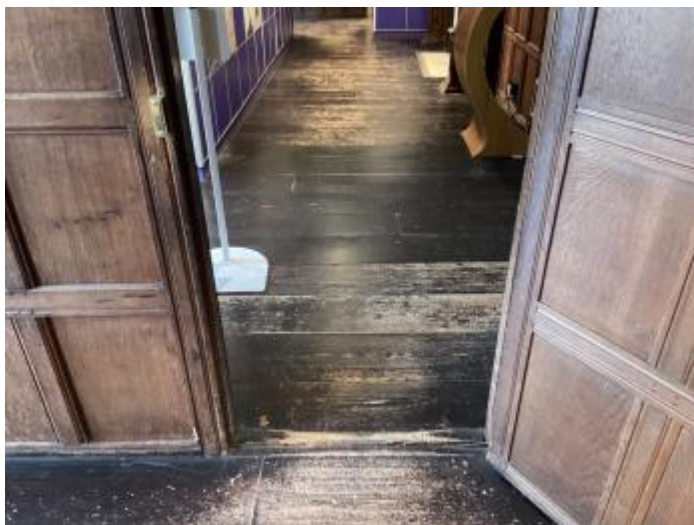
Slavery Gallery – Tactile Experience



Slavery Gallery – Sensory Experience

First Floor – Wilberforce House – Abolition

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 1200mm wide, or more. The door is 730mm wide.
- Some display information is low, for wheelchair users. Some videos have subtitles.
- The route into this exhibition area is narrowed by original doorways. Some wheelchair users may find parts of this exhibition difficult to access.



Narrow routes into the Abolition Gallery



Abolition Gallery Exhibition Example

First Floor – Wilberforce House – Silver 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 1200mm wide, or more. The door is 800mm wide.
- Some display information is low, for wheelchair users.
- Our display labels project slightly into the walkway, people who are Blind or partially sighted may need to take care in this area.



Silver Gallery Route

First Floor – Georgian Houses – Local Craftsmanship

- From the main entrance to this area, there are 2 steps. There is no lift and no ramp.
- Some display information is low, for wheelchair users.



Georgian House: Local Craftsmanship

First Floor – Georgian Houses – Clock Gallery

- From the main entrance to this area, there are 2 steps. There is no lift and no ramp.
- Some display information is low, for wheelchair users.
- This gallery features large, glazed display cabinets that can be slightly reflective.



Clock Gallery

Public toilet

Accessible WC

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 3000mm wide, or more.
- The toilet door is 900mm wide.
- 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 1850mm by 2170mm.

- From the main entrance to the public toilet, the route is along an external, paved route.
- There are baby changing facilities within this toilet.
- There are two further general public toilets available, following the same external route.
- Our nearest Changing Places Toilet are at the Guildhall (160m away) and Trinity Market (500m away)



Accessible WC



Baby Changing Facility



Route from exit towards Accessible WC

Getting around outside

House Gardens

- From the main entrance to the gardens, there is level access.
- The route is 1500mm wide, or more.
- The garden features a paved route.
- Benches with backrests and armrests are available in the garden area.
- Steps are required to reach the central garden area.



House Garden

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 tablets with BSL translation for the medieval gallery information panels available to borrow from the front desk.
- 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.
- Flashing beacons are provided within the WC facilities.
- We have emergency evacuation procedures for disabled visitors, via a Personal Emergency Egress Plan (PEEP) strategy.
- 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 Evac chairs to help with emergency evacuation from upper floors.

Customer care support

- All staff have disability awareness training.
- Some staff have BSL 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 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.
- Wilberforce House Museum is in the Museums Quarter on High Street in Hull's Old Town, near the Streetlife Museum and Wilberforce House, next to the River Hull.