

Trowbridge Museum

Access Policy

Approved:

Review date: April 2025

Introduction

Trowbridge Museum believes that EVERYONE (regardless of age, gender, cultural or social background, sexual orientation, faith, location or wealth) has a fundamental right to engage with heritage and culture, and to enjoy the Collections we hold and the Services we provide. We are therefore committed to making all aspects of our activities as fully accessible as our resources allow, including access to collections, events and activities, exhibitions, learning and to our staff and volunteers.

This Policy sets out our commitment to increasing public access to our collections and exhibitions, to promote knowledge and understanding of the Museum Service as a whole and of Trowbridge's cultural heritage.

1. Physical Access

1.1 We have lift access to both of the Museum floors and all areas within are on one level.

1.2 Our staff and volunteers are friendly and welcoming to all visitors and will assist them according to their needs.

1.3 We provide seating throughout the Museum and we offer accessible toilet facilities and nappy changing facilities.

1.4 We provide effective wayfinding signage and maps of both floors of the site.

2. Intellectual access

- 2.1 We acknowledge that people have different learning styles and present our interpretation in a variety of ways to suit different abilities and levels of interest.
- 2.3 We have handling material and visual footage of our machinery operating. Our oral history audio visuals have subtitles.
- 2.4 We offer guided tours of the Museum including 'behind the scenes' areas.
- 2.5 We offer bookable access to our Collection Store and Research Library.
- 2.6 We will promote our Learning Service, Exhibitions, collections and activities using accessible means of communication.

3. Education, Learning and Outreach

- 3.1 We will provide learning opportunities for different audiences, different levels of ability and tailor our programmes to meet the needs of specific groups.
- 3.2 We offer a range of differentiated workshops and activities suitable for both mainstream and special educational needs.
- 3.3 We provide a comprehensive Outreach service to schools and groups within the town and the surrounding region.
- 3.4 We provide an extensive range of free art, craft and history workshops for families and young people during the school holidays.
- 3.5 We provide reminiscence and Outreach services to older persons groups and those in care homes, residential homes and sheltered housing.
- 3.6 We provide opportunities for people to engage with the Museum outside normal hours by offering evening visits and giving talks and lectures within the community.
- 3.7 We work with a diverse range of community and county based partners on a range of projects that enable us to broaden our audience.
- 3.8 We provide quiet sessions as options for many of our activities for autistic and neuro diverse people.

4. Attitudinal

4.1 We strive to create an environment in which people feel comfortable, welcomed, and can learn at their own pace.

4.2 We aim through all our marketing activities to present the Museum as an inclusive, friendly and inviting destination.

5. Economic

5.1 We are a free admission Museum and many of our events and activities are also free. If we do run events that we charge for we ensure that they are priced at a level that is accessible to those on a range of incomes.

5.2 Our on- site education workshops are free to all schools within the Town Council area.

6. Geographic

6.1 We update our website and social media regularly and include posts and information about our objects and exhibitions.

6.2 Our Research Library listing can be accessed and searched via our website.