

THE WALLACE COLLECTION ACCESS POLICY MARCH 2000

It is our policy to enable maximum access to the museum for **all** our visitors and staff. We aim to provide physical, intellectual and sensory access to the Collection by means of services and facilities which are laid out in our Access Action Plan. The policies below are written with the needs of people with disabilities at the forefront and incorporate the procedures for facilitating the Policy.

The Policy is:

- endorsed by our Board of Trustees and staff
- adhered to by staff, contractors and sponsors when hiring the museum for functions
- for **all** our visitors and staff, both with and without disabilities
- to be taken into account, along with the Action Plan, in all areas of museum activity e.g. forward planning, budgeting, undertaking building work, mounting exhibitions and setting performance indicators
- to be included in our Triennial Report and on our website www.wallace-collection.org
- available free of charge (with or without the Action Plan) in large print, audio cassette and diskette from the Access Co-ordinator (direct telephone line: 020 7563 9515)
- written by the Access Committee which represents all areas of the museum, following consultation with their colleagues. Members of the Committee are responsible for ensuring that their department implements the Access Policy and Action Plan

Services and Facilities:

We recognise that these should be:

- suitable and easy-to-use for **all** visitors and staff. Separate provision for people with disabilities is to be avoided unless desirable
- planned for and designed following regular consultation with people with disabilities and disability organisations
- regularly reviewed (as above) and open to comment by the public whose suggestions will be acted upon
- widely and accurately publicised to enable people to be prepared in advance of their visit

Employment and Training:

- The museum will ensure that people with disabilities receive equal opportunities in recruitment, employment, training and promotion. Decisions on these matters will be based solely on objective and job related criteria
- If equipment is lacking to enable an employee to work and develop their abilities, this is not in itself a barrier to employment. Measures will be taken to ensure the above, following consultation with the employee
- Staff will receive training:
 - as part of their induction
 - on disability issues in general
 - on disability issues relating to their area of responsibility
 - to keep them up-to-date with the above
 - from people with direct experience of disabilities wherever possible

- Service and employment contracts will include the requirement to adhere to the Policy and Plan as the co-operation of all employees is vital to their success.

Financial Access:

- The Wallace Collection is committed to free admission for all its visitors
- a discount of 10% is available when the premises are hired by charitable organisations

Physical Access:

- 100% of the Collection is on display to the public (excluding works on paper and those undergoing conservation). All public areas are accessible to the mobility-impaired
- There are two parking spaces in Manchester Square for Orange Badge holders; a map of these and other spaces is available from the Access Co-ordinator. Visitors can be driven up to the Front Entrance during opening hours. A parking space for a vehicle of up to 16 seats may be pre-booked
- publicity material will include information on Access for all our visitors. Where space is limited, it will be made clear how this can be obtained
- the opportunity of refurbishment and/or repair will be taken to improve access

Evacuation Procedure:

- Staff will be trained to ensure the safe egress of all visitors from the building in the event of an emergency evacuation

Intellectual Access:

- the needs of all visitors will be taken into account when preparing information for the public. Feedback from people with disabilities will be sought and acted upon and collaboration actively encouraged
- information on our facilities and services will be available in the Front Entrance as well as in advance of a visit

Sensory Access:

- we aim to integrate the needs of all visitors when presenting the Collection to the public. Open display (no ropes) and the removal of glass over paintings will be maintained in the galleries, enabling visitors, particularly those with visual impairments, to enjoy the intricacies of the works of art
- the principal duty of the Board of Trustees is to safeguard the Collection for future generations. Thus, only visitors on pre-arranged tours conducted by Wallace Collection staff, may be allowed to touch suitable works of art
- the arms and armour handling collection in the Materials and Techniques Gallery affords the opportunity to handle works of art independently. There is also a ceramics handling collection available for pre-arranged visits

Outreach:

- with schools and organisations for/run by people with disabilities will be included in our Education Policy
- we will regularly consult with the above, particularly those within the local community (i.e. Westminster), to continue to improve services and facilities for all visitors

APPENDIX A Access Committee Members

Christopher Burns – Security Staff Manager

Catherine Chastney – Education Officer

Anita Richardson – Head of Retail

Rebecca Wallis – Curatorial Assistant and Access Co-ordinator

Jeremy Warren – Assistant Director: Head of Collections

COMMENT SHEET

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Please send your comments to the Access Co-ordinator at:

The Wallace Collection,
Hertford House,
Manchester Square,
London.
W1U 3BN.

Thank you