PEMBROKE DOCK HERITAGE TRUST

ACCESS PLAN

2022 EDITION

Royal Dockyard Chapel, Meyrick Owen Way, Pembroke Dock, Pembrokeshire, SA72 6WS
Tel: 01646 684220
enquiries@pdht.org www.pdht.org
Company registration no: 05920931
Charity number: 1120476, registered in England and Wales

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1. INTRODUCTION

1.1 Pembroke Dock Heritage Trust is the official body which manages the town's Heritage Centre (hereby referred to as 'the Museum') in the restored Royal Dockyard Chapel opened by HM Queen Elizabeth II in 2014. The Museum is the culmination of a long and successful series of heritage initiatives which brought the military connections with the town and area into local, national and international focus. The Trust's aim is to advance education for the benefit of the public through the establishment and maintenance of a museum pertaining to the history, heritage and culture of Pembroke Dock and the surrounding area.

1.2 Pembroke Dock Heritage Trust strives to be a fully inclusive and welcoming and aims to ensure that every visitor can participate fully in the exhibits on display. The Trust's Access Plan aims to:

- Increase the extent to which visitors and volunteers with disabilities, including those with special educational needs, can participate in the activities and exhibits on display in the Museum.
- Wherever possible, make reasonable adjustments to the access to facilities to increase the ease with which visitors and volunteers with restricted mobility can take part in normal activities.
- Improve the physical environment of the Museum in order to increase the extent to which visitors and volunteers with disabilities are able to take advantage the services offered by the Museum.
- Improve the provision of information, in English and Welsh, to visitors and volunteers.
- Ensure the provision of information in English and Welsh in accordance with the Welsh language standards.

2. ACCESS STATEMENT

2.1 Pembroke Dock Heritage Trust acknowledges its non-discrimination duty towards both staff, volunteers and visitors who have a disability. It fully supports the general principles set out in the Equality Act 2010.

2.2 It is the Trust's policy not to treat a person with disabilities less favourably for a reason related to his/her disability than a person who does not have a disability, without justification.

2.3 The Trust acknowledges its duty to its visitors with disabilities. A visitor with restricted mobility may be unable to access some of the educational and recreational facilities that the Museum offers. Wherever possible, the Trust will make reasonable adjustments to allow visitors with restricted mobility to have easier access within the Museum.

2.4 The Trust is committed to recognise the needs of its users, to use a range of interpretive methods, to provide information in both English and Welsh and where necessary to balance the care of the collection against the provision of visitor access.

3. PUBLIC ACCESS TO COLLECTION

3.1 The Museum is fortunate to occupy a picturesque site within the town of Pembroke Dock. The Museum is housed in the Royal Dockyard Chapel built in the early 1830s and restored in 2008. It is a Grade II* listed building and is the only Georgian military chapel which survives in Wales. Built of stone it has a modern annex adjoining its main entrance. The building is situated in its own secure grounds surrounded by high walls and wrought iron fence with lockable pedestrian and vehicle gates. The grounds provide adequate parking, including disabled parking for visitors and staff.

3.2 The main entrance to the building is via its Eastern door, which has a ramp suitable for wheelchair users. The West door provides an emergency fire exit, a portable ramp is available for emergency use. The main Chapel, housing the Museum's exhibits, is on the ground floor. The modern annex also includes a disabled toilet on the ground floor.

3.3 The public is allowed access to all parts of the Museum except its workshops, storage rooms and offices.

4. SENSORY IMPAIRED VISITORS

4.1 Having an impairment in one or more senses – vision, hearing, touch, taste and smell – reduces a person's ability to perceive, understand and act in various situations.

Vision

4.2 Vision problems can vary from complete blindness to different degrees and types of sight limitations. Those with impaired vision may use other senses, such as touch, hearing and smell in order to comprehend the environment.

4.3 Their access requirements will vary according to the person's level of sight and will be related mainly to the access to information, safety of movement and orientation in an unknown environment.

4.4 Important tips for Museum staff:

- Information in Braille or raised text may be useful, mainly for blind persons.
- People with vision impairments may need more verbal information and more detailed description, with greater accuracy, but keep in mind that the person may not be able to pick up on non-verbal communication, such as body language. Bear this in mind when talking to them.
- Introduce yourself or try to gain the person's attention before starting or ending a conversation. If you don't, they may become confused about who is talking, be unsure if they are being spoken to, and may not know if people enter or leave the room. If you are helping the person with a task, let them know what you are going to do before and during it.
- Evacuation procedures that are based only on visual indications will not be perceived by blind individuals or may not be perceived by persons with visual impairment and therefore additional warnings need to be given by audible and/or tactile warnings.

Hearing

4.5 Hearing impairment is one of those hidden impairments, invisible at a first glance. It may include partial hearing loss or complete deafness. Those who are born with a hearing impairment may also have difficulty in writing and speaking because of the difficulty they have experienced in acquiring language.

4.6 The majority of people with hearing difficulties acquire hearing impairment later in life. This means they are unlikely to be proficient at sign language. They make themselves understood mostly in a signed form of their native language or in writing. They have often maintained their ability to speak so they are capable of communicating with hearing people relatively well. Some individuals are able to lip-read. Some people use a hearing aid.

4.7 Important tips for Museum staff:

- Verbal announcements may not be heard or understood correctly.
- Verbal communication is especially difficult in noisy environments, which disturb the persons hearing abilities.

- Evacuation procedures that are based only on acoustic alarms will not be perceived by deaf individuals or may not be perceived by persons with hearing impairment. Staff should identify such visitors and escort them out of the building should the Museum need to be evacuated should.

Touch

4.8 People with an impaired or reduced sense of touch include those who may have nerve damage, paralysis or missing limbs. They can have problems in sensing any kind of objects that they have to interact with. Lack of feeling can affect the ability to use a touch screen or other devices that need to be perceived partly by touch.

4.9 Important tips for Museum staff:

- Risk of injury from objects that are very sharp, very hot or very cold, as they do not react to them on contact should be prevented.

Smell and Taste

4.10 Although these may be considered two different categories, people who lack a sense of smell and taste can experience similar problems linked to their lack of sensory perception. The main dangers associated with lack of sense of smell/taste are in failing to react to toxic chemicals, other dangerous airborne pollutants or smoke from a fire.

4.11 Important tips for Museum staff:

- Make sure that all the dangerous substances are clearly identified and labelled.
- Make sure that visitors can “hear” danger by using several senses (fire should be not only smelled, but also heard (fire alarm) and seen (flashing light alarm).

5. USER NEEDS

5.1 The Museum uses the following methods to identify visitor needs and expectations:

- Feedback to the Museum management from the Museum’s staff and volunteers who in their duties interact directly with the Museum’s visitors.
- Feedback forms, available to visitors, allow them to comment on their experience and to enable them to provide both positive and negative feedback. The form also provides information on how the visitor became aware of the Museum and their age category and gender. Completed forms are reviewed at the Management Team meetings held monthly.
- A comments book is available for visitors to make comments as they leave the Museum.

- By reviewing visitors use of 'TripAdvisor' to provide feedback on their visit to the Museum. These comments are reviewed by senior management and where necessary are answered on-line by the Trust's Chairman.
- For school group visits the Outreach Officer provides teachers at the end of each visit with a 'Feedback Questionnaire'. Completed questionnaires are reviewed by the Management Team meetings to ensure that school visits meet the expectations of the teachers.

6. INTERPRETIVE METHODS

6.1 The Museum uses the following interpretive methods to exhibit the collection:

- Explanation and information display boards.
- Interactive touchscreens.
- Short films.
- Learning quiz sheets and questionnaires.
- Guided tours.

7. ENGLISH AND WELSH LANGUAGES

7.1 The Museum is working towards compliance with the new Welsh language standards which came into effect on 30 May 2019**.** The standards ensure that Welsh and English languages are treated equally in Wales. The Trust aims to give equal prominence to the Welsh and English languages, as well as promoting and enabling the use of the Welsh language, making it easier for Welsh speaking visitors to view exhibits and displays. Information supporting most exhibits and displays are shown in both English and Welsh. It is the Trust's policy that all new displays will include information in both languages.

8. REVIEW

8.1 This document was reviewed in April 2022 and will be reviewed every 3 years.

Signed

Name GK Clarkson

Appointment Chair of Trustees, on behalf of the Board of Trustees

Date April 2022