

Accessibility Guide Gladstone Pottery Museum 2019

We aim to provide a friendly, accessible environment for all our visitors and the widest possible access to our buildings, exhibitions, collections and services. This access statement aims to accurately describe the facilities and services that we offer all our visitors.

Introduction

Situated in Longton the southern most of the six towns of Stoke-on-Trent Gladstone Pottery Museum is the only complete Victorian pottery factory from the days when coal burning ovens made the world's finest bone china. Demonstrations of traditional skills, original workshops, the cobbled yard and huge bottle ovens transport visitors back in time. There is the opportunity to have a go at throwing a pot, making a china flower for decorating pottery.

You should allow two to three hours for your visit.

We have a complimentary accompanying carer ticket policy.

A small number of wheelchairs are available for loan free of charge.

The museum shop and tearoom , which serves a selection of drinks, and hot and cold light lunches, are also open to non-museum visitors and have step free access. The café is reached via a lift.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01782 237777 or email gladstone@stoke.gov.uk.

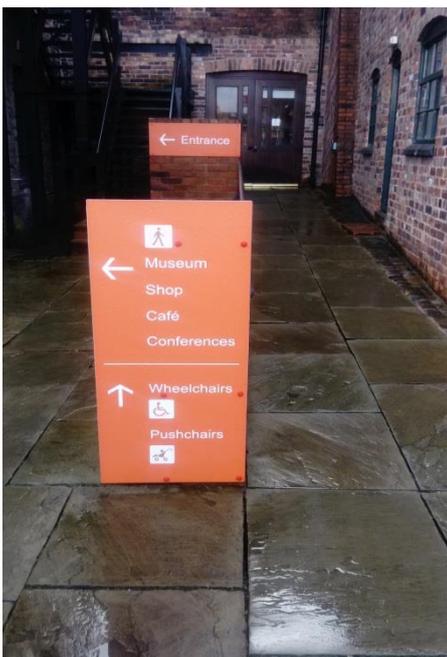
Pre-Arrival

- For full details and maps of how to reach us please see the "visiting us" section of our website www.stokemuseums.org/gpm Alternatively you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours, which is ST3 1PQ to get directions.
- The nearest railway station is Longton, which is 0.3 miles away (a 5-10 minute walk uphill to the museum). The nearest mainline station is Stoke-on-Trent 4 miles away. Taxis are available at this station.
- The nearest bus stop is Longton Transport Interchange (Bus Station), which is 0.3 miles from our entrance. There is a shelter and seating.
- The road outside the museum has a narrow pavement, but parking for visitors with disabilities is available at the museum entrance.



Car Parking and Arrival

- There is parking on site for 60 cars in main car park.
- There are 4 clearly marked Blue Badge parking spaces at the museum entrance.
- The main car park surface is tarmac with a paved path leading to the entrance. The car park is lit by lamp posts. The car park is barriered but free of charge. You will be given a free token for exit
- There is permanent ramp access to entrance with handrail on one side.
- This entrance has double doors, 165cm wide, opening outwards with push button pad to open automatically, beyond door clearance.



Main Entrance, Reception and Ticketing Area

- The main entrance and ticket area is situated on the ground floor and can be reached gentle ramp access.
- The ticket area and main shop is step free and level.
- The ticket area and main shop floor area is short pile carpeted. The smaller display area is tiles
- The area is evenly and well lit with overhead lighting from fluorescent lights.
- There is a lowered section of the welcome/ticketing desk.



- There is face to face contact with our visitor services staff.
- There is a hearing loop system installed at the counter
- Wheelchair loan, manual or powered is available, free of charge, on request subject to availability.

Discovering the museum displays and demonstrations

- Your visit is self-guided using a map with a suggested route to see everything on site
- The route involves crossing central cobbled yard and other cobbled areas, so the external routes are not smooth. The surface is ramped for level access step free thresholds into buildings.



- There are demonstrators showing traditional skills along this route
- There is an introductory video with subtitles. Other audio visuals on site. Seating is provided where these are of over 3 minute duration or are intended to be seen as a show.
- Interpretation boards are in large text. Within the factory setting these have body text at a maximum of 170cm. In gallery areas text is larger and text heights lower.



- We encourage people to touch most objects which are not cased. The exception is fragile pottery items which are in production - but demonstrators will offer you items to handle.
- There is a returnable laminated leaflet available which give detail of the information and displays in the museum (in large print).
- Some galleries have background sounds as part of audio visuals or for interactives.
- Seating is available around the museum, wooden throughout the historic areas, and a mixture of sofas and individual seats in gallery areas.
- Workshop areas are blue brick surface
- Gallery areas are mainly short pile carpet
- Lighting in the museum is generally bright and evenly lit. Mainly this is spot lights except in demonstration areas which have fluorescent lighting. Two areas within Flushed with Pride have lower light levels for atmosphere within the re-created slum backyard and sewer area.

- Door widths are except Doctor's House are all to accessible standards, most doors are held open during opening hours. The historical workshop areas have sliding doors at entrance and exit. Fire doors for Flushed with Pride have push button automatic opening.
- Videos – Introductory video will be started by Visitor Services staff and room will go dark. Sounds may start unexpectedly as Visitors can choose by push button to start videos in Bottle Oven Video Room, Sewer and Doctor's House. Other videos are ongoing, with small pause between showings which may result in sudden sound.
- A sudden sound is triggered by movement in Flushed with Pride

Public Toilets

- The main public toilets are located on the first floor reachable by lift, and with level access from the cafe/meeting room areas.
- There are 3 accessible toilets in the museum. One is located on the ground floor with level access from the Reception/shop area; one in the foyer of the Tile Gallery. The third toilet is in the Education Area.



- Accessible toilets have a light easy door 900mm/35.5 inches wide
- Transfer space to the right of the toilets when facing the toilet.
- The toilet height is 430mm/17 inches

- There are horizontal rails in a contrast colour to both sides of toilet.
- There are vertical rails in a contrast colour to both sides wash basin.
- The floors are grey coloured non-slip surface and the walls are cream coloured. The toilet and basin are white.
- A flashing light when the fire alarm sounds
- An emergency alarm pull cord
- The toilets are well lit with fluorescent tube overhead with a low level light switch
- Emergency lighting in case of power failure.

Lifts

There are two passenger lifts in the museum.

The lift in the Reception area which can take visitors to first floor café, main toilets and meeting rooms is currently out of order. Access is by stairs only to these areas at the moment.

The other takes visitors to the Flushed with Pride Exhibition. The lifts cannot be used in the case of fire evacuation. Visitors need to be aware that we do not advise use of upper floors of the museum for those who could not evacuate in this situation. Please discuss individual needs and alternatives with our Visitor Services staff.



There are two platform lifts within the buildings to avoid use of small number of steps in the Colour Gallery, and within Flushed With Pride.

The platform lifts are suitable for one manual wheelchair and user only. The door to the platform lift is heavy

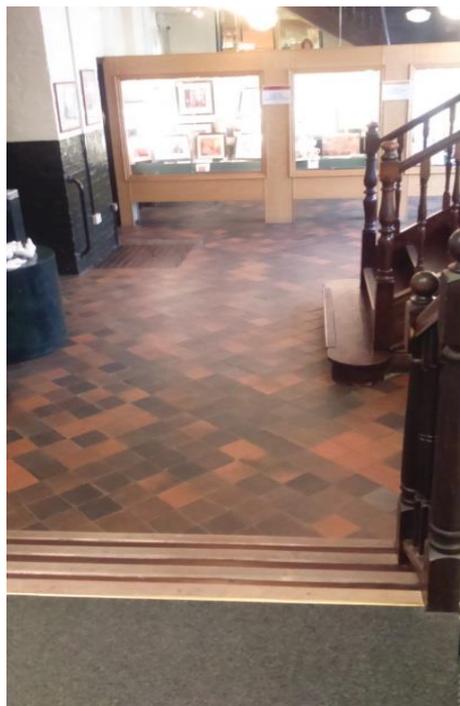
Catering

- The café is situated on the first floor accessible by stairs
- The entrance doors to the café are 820mm/35ins wide
- Tables in the restaurant and café are well spaced apart, moveable, with a clear height from the floor of 630mm/25” with upright chairs without arms.
- Lighting in all areas is natural daylight with overhead lighting used.
- The flooring in the restaurant and café is non-slip lino by the counter and carpet in the seating area.
- Where possible all our food produce is locally sourced. We do our best to cater for any dietary requirements; please contact us to check. Café staff on the day can advise about allergens in any products.
- The cafe is generally self-service for drinks, with meals brought to your table. Staff can assist in bringing items to you.
- Menus are in Arial 14 font.
- Specials of the day are shown on a blackboard. All staff can assist by running through menus with you.
- Crockery is white contrasting with dark wood, or patterned table clothes
- The nearest public toilets are on same level. The accessible WC is near the main entrance.



Shop

- There is a shop with a range of pottery, gifts, souvenirs and books which can be accessed directly from the main entrance/ticketing area and when exiting the museum
- The majority of the shop is level, with 3 steps down to cased selling display.



- There is a low level section of counter.
- There is ample room within the shop for a large wheelchair to maneuver and turn.
- There are tall display racks and low tables accessible
- There is no background music
- The counter has a hearing loop system installed
- Staff can offer assistance if required.

Additional Information

- All of our staff receive regular training that includes disability awareness training.
- We have a set of evacuation procedures – should you require it someone will assist you with evacuation either out of the building or to a refuge.
- We welcome trained assistance dogs.
- We welcome feedback and suggestions for improvement

Contact Information

Address : Gladstone Pottery Museum Uttoxeter Road Longton

Stoke-on-Trent ST3 1PQ

Telephone: 01782 237777

Email: gladstone@stoke.gov.uk

Website: www.stokemuseums.org.uk/gpm

Opening Hours: Tuesday to Saturday. April to September 10-5, October to March 10-4