



Birds Lane, Neatishead, Norwich, Norfolk NR12 8YB

Tel. 01692 631485

RAF AIR DEFENCE RADAR MUSEUM (ADRM) ACCESS POLICY 2018

REVIEW DUE: Dec. 2020

1. Open Access.

The ADRM, as a tourist attraction, will be open to the public every year from 1st April (or the start of the Easter school holidays - whichever is sooner) to the end of the first week of November (ie the end of the autumn half term). The Museum will be open to the general public from 1000 to 1700 as follows:

Every Tuesday, Wednesday, Thursday, and Saturday and all Bank Holiday Mondays during the open season. We may be open on other days as part of special events and these will be advertised on our website and Facebook pages.

All Year Round: Groups (20-55) any day or evening by prior arrangement.

2. Access to Archives by Appointment.

The Museum, as holder in the public trust of a large quantity of archive material, will make suitable arrangements for this material to be viewed. Much of the archive material is held either in the photographic archive or in the library and individuals may make an appointment with the Museum Manager to view this material in controlled circumstances. A separate room (Photo Archives Room) is available for consultation and quiet study. Additionally, items held in storage awaiting display or removed from display on a rotational basis may be viewed, also by prior arrangement.

3. Access to e-archives.

Use is already made in the museum of digital material in the form of video clips and/or rolling Slide Shows. **Digital storage of the photo and film archives is underway but is a long-term project.**

4. Disabled Access

The Museum will implement, as far as is practical, recommendations and regulations contained within the Disability Discrimination Act (DDA) 1995 as part of the Equalities Act (2010). Particular emphasis is to be given to the provisions made within the DDA that refer to access to premises which are to be fully implemented, as far as practical. This policy is based on the guidance given within the Disability Directory for Museums and Galleries published by *Re:source* (now MLAC) in January 2001. A copy of this document is held within the



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Museum. In October 2003, a full Disability Access Audit was carried out by Access North Norfolk Action (ANNA). A report based on this survey is held on the Museum Policy File and the actions recommended in the report have been implemented with the exception of a second disabled toilet. The following paragraphs provide details of arrangements already in place, or those to be implemented as resources allow.

5. Physically Disabled/Wheelchair Access.

It is recognised that only 5% of disabled people require the use of a wheelchair but the lack of specialised wheelchair access is the most noticeable restriction to any building. Whilst providing access for wheelchairs has been achieved, door and corridor widths do not conform to *current* building regulations. As the main Museum buildings date from 1942 and 1972 this is to be expected. Alterations to comply will only be implemented should a major rebuild of the premises take place in the future. To provide suitable access, advice has been provided to the Museum by the AMC Disabled Access Advisor. Additionally, wheelchair bound visitors have been encouraged to comment on the current arrangements and suggest improvements. Detailed arrangements are:

- a) Two disabled parking slots are allocated.
- b) A new wheelchair access ramp was added to the front main entrance in 2018. In addition, wheelchair ramps also give access through the double width doors to the main public entrance corridor and from the Annex to the Main Museum Building.
- c) Ladies and Gents toilets are wheelchair accessible and one cubicle in each facility is fitted with handrails.
- d) Within the Museum, all public rooms (shop, tearoom etc) and all except 3 exhibit rooms are accessible to the wheelchair bound visitor. These two rooms, the Cold War Operations Room, the History Room and Coltishall Suite are only accessible via 10 steps. It is planned (subject to planning consents which are expected shortly) that a stairlift to the Cold War Operation Room will be fitted in the future and that another will be fitted to allow access from the AI Room to the Coltishall Suite in due time. To ensure that the disabled visitor is not seriously disadvantaged by the restricted access to these rooms, a 'video tour' film is available for viewing in the Hobley Gallery.
- e) For those visitors with limited ambulatory functions who can move from room to room seating is provided in all the exhibit rooms.



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6. Visually/Auditory Impaired.

All signs and text descriptions within the Museum conform to the standards laid down by the MDA. In the main, the occasional 'browser' or researcher only consults these signs, as the policy of the Museum is that *all* visitors are offered a guided tour. From research, observation, and customer comment, it is the guided tour that is preferred to any other method of informing the visitor of radar heritage. The ability of the guide to present the information specifically tailored to a particular audience and to respond to reaction and questions cannot be bettered by any other method. Whilst this system can be manpower intensive, it is the Museum's policy to continue this method of presenting this heritage for the foreseeable future. With this in mind the Museum is in the process of investigating whether the installation of Hearing Loops is practicable and cost effective.

Other methods of presenting the information e.g. Talk-boxes, Video Loops, Taped Commentary may be installed in some of the exhibit rooms as resources allow but only as a 'back-up' system to the guided tour, should staffing levels fall below the optimum. The 1½ hour guided tour concentrates on the main exhibit rooms and is tailored to each audience group as required. Additionally, the Museum offers one-to-one individually tailored tours on request, either as part of a normal open day, or by prior arrangement, at any other time, evenings, or weekends. School, youth, and other 'specialised' groups are encouraged to book private tours so that the information presented can be suitably targeted to their area of interest.

7. Staffing.

Apart from the Museum Manager and part time Marketing Manager, all Museum staff (currently more than 75) are volunteers. The volunteers, as part of the Museum's social inclusion policy, are recruited from the local community. Volunteers from all backgrounds and abilities are encouraged and full training and flexible work patterns are provided.

8. Training.

All staff receive regular internal training in customer care. Additionally, from their previous employment, 3 of the tour guides are experienced in caring for the physically disabled.