

Follow up Access Audit, Salford Museum and Art and Gallery
Conducted on 27th September, 2013

Access 2 All Areas representatives: Burt Shepherd, Lillian and Roy Jenson, Tommy Healey, Carolyn Haslam, Marion MacBeath, Julie (provided comments from a previous visit with Callum) and Margaret Wilson and Glennys Glover

Burt is blind, Callum is partially sighted, Tommy is a wheelchair user and Roy has mobility difficulties.



An access audit was carried out by the A2AA group in May 2013. Since this visit some work has been completed at the Museum and Art Gallery following recommendations made by the group.

A2AA were asked to return to Salford Museum and Art Gallery to comment on the works carried out already, prioritise the outstanding works and identify any new issues.

Accessible Transport/Car parking/Entrance

- Close to bus stop and security guard helpful and friendly at barrier
- Uncovered parking. Pay and display parking
- The steps did not have yellow markings so difficult to differentiate between steps making it a hazard. When leaving the building the top step in particular is hard for a partially sighted person to distinguish between where the top step is and the next one down.
- Circular ramp at left hand side would be difficult to access by a wheelchair user on their own and coming back down is very fast and you hit the railings.
- No intercom system at the bottom of the stairs in case of difficulty accessing the building



Reception

- Automatic doors for easy access
- Accessible reception desk. Different colours of reception desk stood out really well. Reception staff were friendly and helpful
- Offer assistance to a range of disabled people – “we welcome everyone to Salford Art Gallery if you require any extra help please feel free to ask”
- White columns near reception have black band at the bottom to identify floor level. No colour banding at eye level
- Different blocks of colour to flooring was very good
- Stairway banisters stand out nice light colour
- Leaflet stands/goods for sale were accessible

Lark Hill Place – Victorian Marketplace

- Accessing the door into the hallway to the marketplace was difficult. Door was too heavy and you needed assistance.
- Ramp at the end of the corridor was quite steep and was difficult to manoeuvre wheelchair through the entrance because of small doorway
- Electric wheelchairs would not be able to get through the doorway
- Authentic but it needs a guided tour through a MP3 player for example – this would be inclusive to many people. It could explain the accessibility of the buildings and the marketplace and “bring it alive” to those who cannot see. For people with hearing impairments all hearing loop systems need to be checked to keep them up to date and working
- Everyone enjoyed the experience. Flooring was fine for both wheelchair users and for auditors with walking difficulties.

Accessible toilet

- Hoist and changing bed not available
- Inside toilet was small and not accessible to wheelchair user. Would have to go in and be pulled back out the same way
- Outside corridor was narrow and difficult for people to pass

Café

- BRAILLE or Large Print menus not seen
- Staff were friendly and helpful
- Plenty of room to move around the café area
- Accessible counter
- Good contrasting colours of furniture and floors

Health and Safety – Fire Escapes etc

- Doors very heavy and unable to pull whilst pushing a wheelchair
- The group were advised that staff had been trained in the use of First Aid
- Accessible Fire Escapes
- Plenty of fire extinguishers seen

The main building

- Lift inaccessible for people with visual impairments as unable to notice the buttons
- Lift worked but wasn't any room to turn wheelchair around
- Only one wheelchair and one slim person fit into the lift.

Conclusions

The group were very impressed with the Museum and enjoyed the experience. The group were escorted around by Tommy Garry who answered all of our questions and was very helpful. Due to time constraints the group did not have time to visit the Art Gallery on this visit.

The group's conclusions are as follows:

The entrance steps now have rails but it is important to have yellow markings or highlighted strips put onto the steps to enable partially sighted people to be able to establish where the step edges are.

The ramp is inaccessible unless a wheelchair user has assistance as the curve is too steep going up and coming down.

An intercom system at the bottom of the steps or ramp would ensure that staff were aware that someone needed assistance.

White Pillars in main reception need different colour band at eye level.

Heavy doors leading to the corridor where the toilets and lift are located needs replacing with automatic doors. The current doors are extremely heavy and impossible to keep open if you are in a wheelchair with no assistance.

Corridor to Larkhill Place too narrow and difficult to manoeuvre wheelchair up ramp and through narrow doorway. Electric wheelchair would not gain access.

Toilet is inaccessible unless you have help with wheelchair. Cannot turn wheelchair around in the toilet area.

Lift is not very accessible and is very cramped. Could not turn a wheelchair around.