



Access Statement

People's History Museum

2016



This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer to all of our visitors

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Introduction

The People's History Museum (PHM) in Manchester is the national museum of democracy. The main story of the museum is told over the last 200 years in two main galleries located on the first and second floor. PHM aims to engage, inspire and inform diverse audiences by showing that 'there have always been ideas worth fighting for'.

People's History Museum, Left Bank



- The museum is located on the outskirts of Manchester City Centre, on the corner of Left Bank and Bridge Street in the Spinningfields area, a five minute walk from Kendals/House of Fraser on Deansgate.
- The museum is situated on a main road in the city on a public transport route. There is a gradual approach to the museum from the main street.
- We are a member of the Visit England Quality Assurance scheme and are accessed annually.
- The museum has ramped access to the main entrance and lifts to main galleries on the upper floors.
- An induction loop is fitted at the museum reception. Infrared hearing loop facilities are available throughout the building (Reception, Engine Hall, Coal Store, Meeting Room, Mini Theatre in Main Gallery One, Archive Reading Room and The Left Bank cafe bar). If you are attending a public event or Venue Hire event and need to use the induction loop, please inform a member of staff in advance. Kindly supported by Manchester City Council Disabled Access Grant Scheme.
- The main galleries are designed to provide a range of sensory experiences, including several different audio, visual and touch elements.
- We look forward to welcoming you. If you have queries or require any assistance please phone 0161 838 9190 or email info@phm.org.uk

Pre-arrival

- The nearest train station is Salford Central station, which is a two minute walk away. There are also nearby stations such as Manchester Victoria (15 minute walk), Manchester Piccadilly (20 minute walk) or Manchester Oxford Road (20 minute walk).
- There are many bus services that stop on Bridge Street, which is a two minute walk from the museum (1, 8, 12, 25, 26, 31, 32, 36, 37, 50, X34).
- There are also free Metroshuttle buses that stop near the museum:
 - Metroshuttle No 2 stops nearest to the museum, at Gartside Street (one min walk)
 - Metroshuttle No 1 stops at Deansgate, Spinningfields (three minute walk)
 - Metroshuttle No 3 stops at Lower Byrom Street (three minute walk – peak time only)
- The nearest Metrolink station is Deansgate-Castlefield (15 minute walk). St Peter's Square Metrolink station is closed until late summer 2016. Visit [Transport for Greater Manchester Metrolink](#) pages for more information.
- The nearest taxi rank is on Albert Square outside the Town Hall and a number of local taxi companies offer accessible services.
- We do not offer a collection service.
- The streets surrounding the museum are in good condition, they are paved and level with a gradual increase to the main entrance to the museum from the main road outside the museum, Bridge Street.
- Visitors with disabilities requiring information on areas such as equipment hire, wheelchair repair, Shopmobility, RADAR toilets will be referred to Disability Equality NW for up to date advice and guidance. Staff are willing to use the telephone or internet to help with these enquiries.
- The museum has large print text for the main galleries and Changing Exhibition Gallery. There are also written transcriptions of audio in the Changing Exhibition Gallery. The museum offers large print maps and guides to galleries as well as tactile maps, which we are also happy to send out in advance of your visit to the museum. We do not currently provide audio information.

Car Parking and Arrival

- The museum has no onsite car parking. The nearest car park is the Spinningfields NCP Car Park (M3 3BE) which has 32 designated disabled bays. The museum offers a discount voucher for this NCP available from the Info Desk.
- There is free parking (as of May 2013) without a time limit for Blue Badge holders at on street parking meters (nearest ones are on New Bailey Street), pay and display machine parking bays, without time limit (nearest bays: Stanley Street by the Mark Addy pub, approx 18 bays), and designated on-street accessible parking bays, without time limit (nearest 5 bays: St Mary's Street, off Deansgate).
- The main street (Bridge Street) leads to the museum's main entrance, on a gradual approach to the right. There are also steps to the left of the main entrance.
- There is street lighting on Left Bank, and the reception area and Info Desk and the cafe are really brightly lit to make it easy to see the museum from outside.
- Outside the museum is drop off only, opposite the main entrance on Left Bank. There are dropped kerbs on the streets to provide access to the museum.
- There are six steps to the museum's main entrance, to the left hand side, with a handrail on either side.
- The ramp to the museum has a handrail to the left hand side.
- The main entrance has a revolving glass door, and an automatic glass door which opens outward. We recommend disabled access through the automatic door.
- The clear door opening width for the automatic glass door is approximately 44 inches (1,118 mm)
- There is alternative entrance through The Left Bank cafe bar, which has level access from Bridge Street. There are also four steps to The Left Bank cafe bar entrance, with handrails on both sides.



Main Entrance



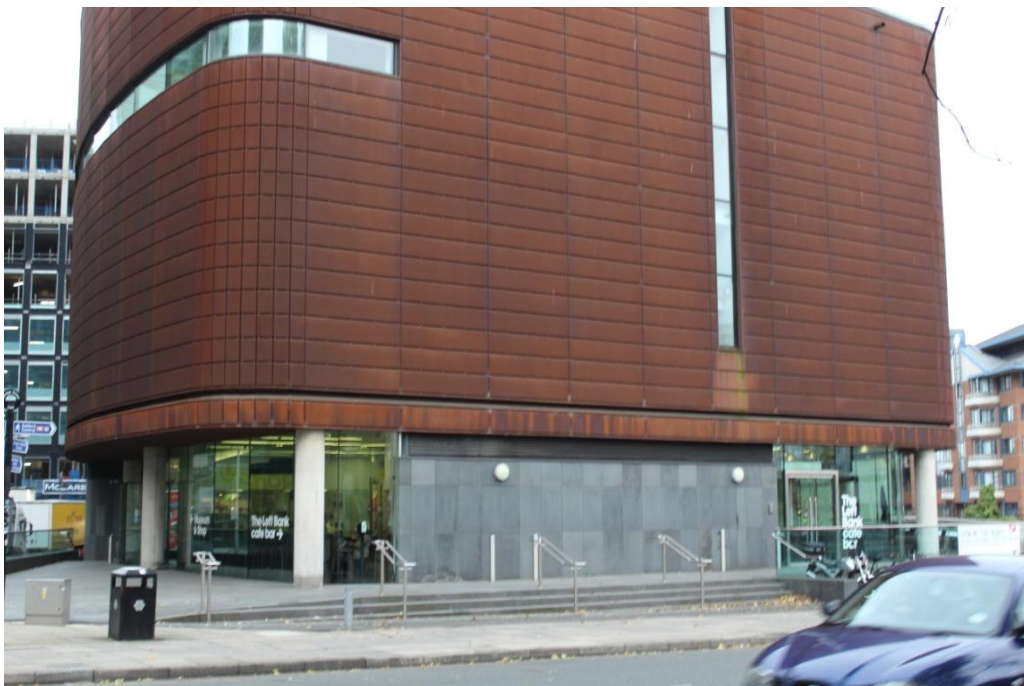
Main Entrance



Alternative entrance through The Left Bank cafe bar



Alternative entrance through The Left Bank cafe bar



Main Entrance, reception area and Info Desk



- The main entrance leads directly to the reception area and Info Desk on the ground floor and is level throughout.
- Seating is available in this area in the Processional Way, to the right of the Info Desk. There are tables, benches and stools, which can easily be moved by staff to accommodate wheelchair users or pushchairs.
- The floor surface is an anti-slip vinyl resin floor.
- The main reception area is well lit, with fluorescent tube lighting in the Processional Way, ceiling spotlights on reception and LED strip lighting in the shop.
- The Info Desk has a low counter area suitable for wheelchair users.
- The Info Desk is open and there is no glass between staff and visitors.
- Admission to the museum is currently free, but for paid for ticketed events it is our policy that carers would receive free admission.
- Lockers are located on the lower ground floor of the museum. They require a £1 coin to operate which is refundable when you retrieve your belongings.
- A hearing loop system is installed at the Info Desk.
- Magnifying glasses, pens and paper are available from the Info Desk. We have recently introduced magnifier and colour overlay filters in our Changing Exhibition Gallery to assist visitors with reading exhibition labels.
- There is also free wheelchair hire and plug-in points in the Processional Way for mobility scooters and battery operated wheelchairs.

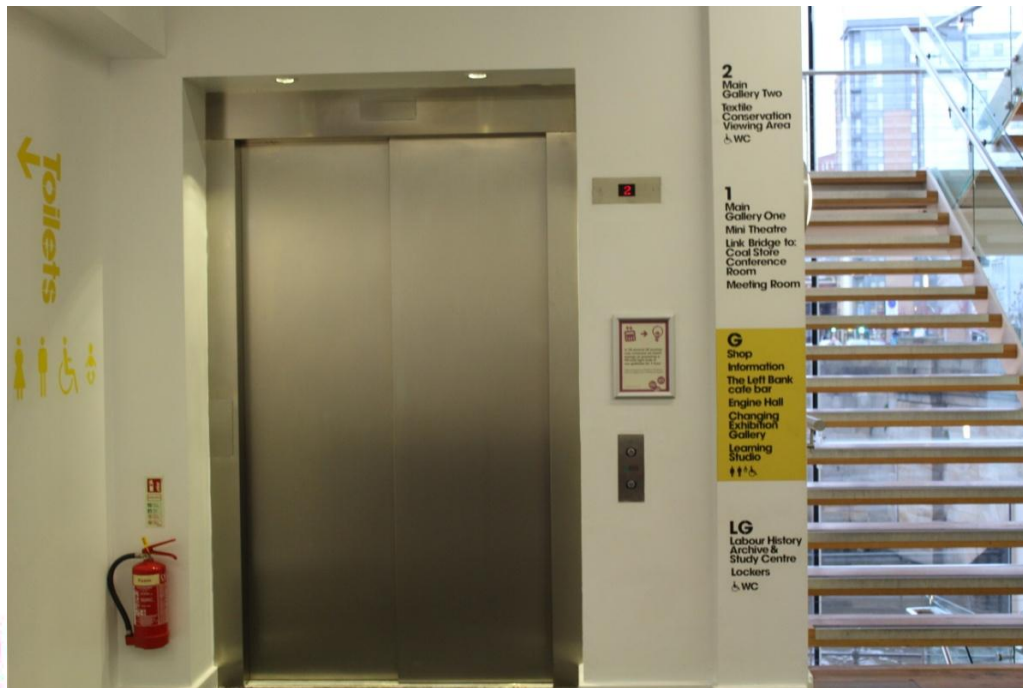
Attraction (displays and exhibitions etc)

- Interpretation is mostly via text panels. We offer guided tours and a range of sessions for groups. We use actors for our Living History sessions in the Mini Theatre space in Main Gallery One, as part of our public programme of events and for group visits. Each gallery has a combination of hands-on audio, video and computer interactive touchscreens (which are subtitled and/or displayed visually). We are working towards providing subtitles for all audio material.
- We offer programmed multi-sensory tours of the main galleries. We also offer audio described tours for all new changing exhibitions.
- All learning sessions are adaptable for all learner support needs.
- Interpretation boards are in large print and we provide magnifying glasses for further assistance. Interpretation boards are very visual with large print text, pictures and illustrations. We use the Ekarv method for our labels and interpretation boards which makes the text more readable.
- We have tactile maps for further assistance in navigating the galleries.
- There is background music and sounds in all of the galleries. In the Changing Exhibition Gallery there are various TVs playing short films. In the main galleries there are interactive parts of the displays, such as the Speakers' Corners, the touchscreens, and various touch elements which make sounds when you interact with them i.e. there is a cupboard door in Hannah Mitchell's kitchen which plays audio when you open it. Background noises are turned off for Living History sessions and other events where necessary.
- No flashing lights are used in the main galleries. For changing exhibitions the museum will provide signage and warning should there be any flashing lights used.
- The clear door opening widths to the Engine Hall, Changing Exhibition Gallery and main galleries are all approximately 64 inches (1,626 mm). The doors are the appropriate weight and within the required range but Front of House staff will be happy to help open them.
- There are various types of seating provided throughout the main galleries and Changing Exhibition Gallery.
- The Changing Exhibition Gallery has a wood floor surface, and the main galleries have short pile carpets.
- The Changing Exhibition Gallery displays are evenly lit by overhead LED spotlights.
- The main galleries currently use halogen spotlights but we are working towards replacing these with LED spotlights in the near future. Lighting in the main galleries is

at a low level to protect paintings and banners.

- There is lift access to all floors. All lifts in the museum are wheelchair accessible and the main lift near the reception area also has audio announcements.

Main lift near the reception area



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Public Toilets

- The public toilets are located on the ground floor next to the reception area. There are also additional public toilets downstairs under the Engine Hall but there is no disabled access to these.
- There are accessible toilets within the public toilets next to the reception area on the ground floor. There is free access but these toilets are not unisex.
- There is also an accessible toilet in the Engine Hall on the ground floor, an accessible toilet on the lower ground floor and an accessible toilet off Main Gallery Two on the second floor of the museum. All of these toilets are free access, unisex and accessible by lift with no steps or ramps.
- We also provide wheelchair accessible baby changing facilities, in the Parent & Child Room behind reception, and in the ground floor and second floor toilets.
- There is Braille on the toilet doors to provide further assistance.
- The layout of the accessible toilets meets current building regulations. The doorway of the main accessible WCs on the ground floor is approximately 39 inches (991mm) wide. The lower ground, Engine Hall, and second floor accessible toilets all have similar measurements.
- There is clear space to the right hand side of the toilet which is approximately 29 inches (737 mm). The lower ground, Engine Hall, and second floor accessible toilets all have similar measurements.
- The height of the toilet is approximately 16 inches (406 mm). The lower ground, Engine Hall, and second floor accessible toilets all have similar measurements.
- There are two vertical grab rails on either side of the sink. There is one vertical rail next to the toilet which can be lowered for extra assistance, one horizontal rail next to the toilet and one horizontal handrail on the door. The Engine Hall accessible toilet has the same amount of handrails. The lower ground and second floor accessible toilets all have the same amount of handrails except they do not have handrails on the door.
- The fire alarm has sounders and flashing lights.
- All accessible toilets have red alarm cords in case of emergency.
- All toilets are brightly lit with ceiling spotlights and include emergency lighting.
- All toilets have non-slip floor surfaces, either tile or vinyl.
- All toilets have lever taps.

Accessible WC on the Ground Floor



Catering

- The Left Bank cafe bar is situated directly opposite the Info Desk and it has level access from the main entrance.
- The clear door opening width from the museum into the cafe is approximately 72 inches (1,829 mm).
- The cafe is level throughout, with large spaces between seats and fixtures for wheelchairs and pushchairs.
- There is a mix of seating provided. The clear height of the regular tables is approximately 29 inches (737 mm) and the chairs have no arms. There are also sofas and low tables, large tables for groups, high tables, stools and outside seating.
- The cafe is well lit and uses a mix of ceiling spotlights, fluorescent tube lighting and big ceiling lamps.
- The floor surface is non-slip black vinyl resin.
- The hot food on offer at the cafe varies but it caters to different dietary needs. There are vegetarian, gluten free and dairy free options available. There is also a children's menu available. Staff have knowledge of different dietary needs and can advise visitors regarding allergens.
- The service in the cafe is a mix of table service and self service. Soups, hotpots and coffee are self service, and all other food is table service. Staff are willing to give full table service if required.
- There is an alternative form of the menu available on blackboards in the cafe. Staff are willing to provide any extra information and read out the menu for further assistance.
- The crockery does not contrast with the table. The tables are wooden and the crockery is white.
- The nearest toilets are the ground floor toilets next to the reception area which have accessible toilets and are a short distance from the cafe.

Seating area in the Left Bank Café



Left Bank Cafe Bar



Shop

- The shop is within the main entrance area on the left.
- The clear door opening width is 44 inches (1,118 mm).
- There is level access throughout the shop and large spaces between fixtures for a wheelchair or pushchair.
- There is a low counter at the Info Desk.
- The displays are built into the walls and there is open access to the shelves. The shelves are wooden, with cupboards at the bottom and a varied amount of shelves on each unit. There are no more than three shelves on each shelving unit. There are four plastic shelves to the left of the shop with small books on.

The shop



- There are four stand alone shop display units in the Processional Way. One of these has three glass shelves.



- There is no background music in this area.
- The hearing loop at the Info Desk services this area.
- Staff are happy to give assistance if required.



Additional Information

- Some Front of House staff have received Disability Awareness Training, with the possibility of training other staff.
- All staff undertake equality and diversity training which includes aspects of disability awareness.
- There are visual and audio alarms present in the case of emergency or evacuation. As part of Health and Safety, staff are trained to assist with evacuation of the galleries. There are A3 evacuation plans on the main galleries, but it is primarily the role of staff to follow procedure and evacuate in case of an emergency. The museum has various refuge points on each level.
- Assistance dogs are welcome.
- Signage is large print black vinyl lettering on white walls. There is large print black vinyl lettering on yellow background to indicate which floor you are on. Large print yellow vinyl signage on the staircase shows the way to the main galleries.
- Pictograms are used to show the way to temporary exhibitions. The Welcome Wall also uses pictograms to show highlights of the museums' collection and to advertise upcoming events.

Future plans

- We are always looking for feedback on how we can improve our visitor services. For any comments or suggestions, please email info@phm.org.uk or [fill in an enquiry form](#).
- We are working towards replacing the lights in Main Gallery Two with LED lights, in line with the rest of the galleries. We are also working towards providing subtitles for all audio material.



Contact Information

Address: People's History Museum
Left Bank
Spinningfields
Manchester
M3 3ER

Telephone/Fax: 0161 838 9190

Email: info@phm.org.uk or [fill in an enquiry form](#)

Website: <http://www.phm.org.uk>



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Hours of Operation: Open every day from 10.00am to 5.00pm
including Bank Holidays

We are closed 24, 25, 26 December and 1
January

Local Equipment Hire: Shop Mobility Manchester
L18 New Arkwright Way
Arndale Centre
Manchester
M4 3AJ

Tel: 0161 839 4060
<http://www.shopmobilitymanchester.org.uk/>

Local Accessible Taxi: Mantax
<http://www.mantax.co.uk/>
Tel: 0161 230 3333

Local Public Transport: National Rail Enquiries
<http://www.nationalrail.co.uk>

Stagecoach Bus Manchester
<http://www.stagecoachbus.com>
Tel: 0161 273 3377

First Bus
<http://www.firstgroup.com/greater-manchester>
Tel: 0161 627 2929

Metroshuttle
<http://www.tfgm.com/buses/Pages/metroshuttle.aspx>

Metrolink
<http://www.metrolink.co.uk/Pages/default.aspx>
Tel: 0161 205 2000