

Access Statement for Royston & District Museum & Art Gallery

What is an Access Statement?

It is a written, clear, accurate, and above all honest description of our current facilities and the services we offer, to enable you to make an informed decision as to whether the Museum meets your particular access needs.

Pre-Arrival

- Royston Museum is housed in the Congregational Church Schoolroom which dates to the Victorian period. It is located at **5 Lower King Street, Royston, SG8 5AL**. It consists of a main display room, with a balcony gallery with an extra gallery space on the second floor.
- The Museum is signposted from the town centre for pedestrians using finger post style signs.
- The museum is set back from the main road through a wide decorative entrance gate and then accessed through a walled courtyard. On open days, the museum puts up additional signage at the entrance to the Museum to highlight its location.
- **By Car:** Royston sits at the intersection of the A10 and A505 and can be easily reached via these roads. You can plan your journey by car or public transport using the **AA Route Planner** <http://www.theaa.com/route-planner> to get directions, simply enter your postcode and ours, which is **SG8 5AL**.
- **Setting Down Point:** For those with reduced mobility there is a setting-down point opposite the Museum for people using Dial-a-Ride Services, which is large enough to take a vehicle up to small minibus size.

This is roughly 30 metres from the Museum entrance. Care must be taken when crossing the one-way road to reach the Museum, as traffic comes from the town centre past the Museum.

- **Parking:** There is no on-site parking available. The nearest on-street parking is located on either side of Kneesworth Street (Maximum stay 2 hours) but there are a very limited number of spaces. If these are full the closest short-stay pay and display car park can be found on Princess Mews next to Morrisons Supermarket (500 metres away). The Princess Mews car park includes designated accessible bays for blue badge holders. Long-stay pay and display car parking (including designated accessible bays) can be found behind the Town Hall, with access to it from King James Way (400 metres away). There is also long stay parking in the town at The Warren which is 800 metres away from the Museum.
- **By Train:** The Museum is on a direct route from the train station to the town with step-free access. Royston railway station is 500 metres away from the Museum, so roughly a 5-10 minute walk. On leaving the train station, turn right and follow the Kneesworth Street side of the road, which has wider pavements along towards the Town Centre. The museum will be on your right hand side. Cross over the road at the traffic island / gardens opposite the Old Palace and Fish & Chick'n Takeaway. Consult **National Rail Enquiries** <http://www.nationalrail.co.uk> for more information on train journey routes, times and costs.
- **By Bus:** The nearest bus stop is located on Kneesworth Street (75 metres away). There is also a bus stop outside Morrisons

Supermarket on Baldock Street (500 metres away). The town's main bus station is 800 metres away, at the Warren, so approximately a 10-15 minute walk from the Museum. For more information on bus journey routes, times, charges and accessible bus routes consult **Traveline**

<http://www.traveline.info>

- **On foot:** The Museum is on a direct route from the station to the town with step-free access and standard pavement widths. From the Town Centre however the most direct route to the Museum is via very narrow pavements on Lower King Street. Alternative routes utilising wider pavements and dropped kerbs are present on the Kneesworth side of the street, but this route is less direct and involves crossing the road. Cross over the road at the traffic island / gardens opposite the Old Palace and Fish & Chick'n Takeaway. On the route from the Town Centre to the Museum there are a number of seating and rest points.
- **Local public transport information:** Intalink: <http://www.intalink.org.uk> provides travel information including timetables and routes for the whole of Hertfordshire.

On Arrival

- General admission is free, however a small charge may be made for some events and activities, and for group visits and outreach services provided out of hours.
- The main entrance to the museum now has an 8ft ramp with a handle on either side, to provide an accessible route for wheelchair users, pushchair users and those with reduced mobility. There is also a ramp access route at the side of the building.

- Immediately on entering the main entrance door, the door mat is flush with the floor, beyond which is a carpeted entranceway which leads to the reception/shop desk and the ground floor gallery of the Museum. The remainder of the Museum is also carpeted.

Main Entrance, Shop & Reception

- The main entrance doors are manual doors. Both leaves of the doors are unlocked during open hours to achieve 1000mm clear open width.
- The entrance hall has details of the Museum's upcoming events and exhibitions, as well as Tourist Information leaflets for nearby arts and cultural activities.
- There is a hearing loop located at the reception/shop desk to assist those with hearing impairments. Notices are displayed, but please ask staff or volunteers for assistance with using this system if required.
- The reception desk is at two heights, 89cms and 92cms. If you require assistance in reaching leaflets or obtaining information, please do not hesitate to ask a member of staff or volunteer.
- The museum shop has a wide range of gifts and souvenirs as well as books and publications of local interest. We also sell many wonderful knitted creations made by our own Knit and Natter group. We accept cash and cheques (made payable to Royston Town Council) but do not have facilities for taking debit and credit card payments.

- Copies of our current children's quiz trails, along with clipboards and pencils are available from our reception/shop. Along with details of our upcoming events and activities.
- **Toilets / Baby Changing Facilities:** There are no public toilets or baby changing facilities provided on site. Accessible public toilets are located 75 metres away from the Museum. The closest baby changing facilities are located in cafes in the High Street, which are a 5-10 minute walk away from the Museum.

Public Areas of the Museum

- The majority of the Museum is on the ground floor (one room) but a staircase leads from the ground floor to the upper level at the front of the building. The second floor houses the Tapestry room and the glass and ceramic collection, and balcony art gallery. There is no step-free access to the upper level. The balcony art exhibitions can be viewed at a distance by a visitor on the ground floor. Images of the art exhibitions and the tapestry can be viewed on the screen by the shop / reception desk. Where possible events are held downstairs to provide step-free access.
- We also provide an outreach service where the Curator goes out to care homes and special interest groups to provide information and resources for groups who cannot necessarily access the Museum.
- The flooring throughout the museum is carpet and floors are level.
- A range of seating is provided throughout the Museum.

- Lighting is mainly by spotlights but at low brightness to protect the artefacts. If you require assistance to view something more closely, do not hesitate to ask. Large print guides and magnifying glasses can be provided. Please ask at the Reception/Shop desk.
- To preserve the collection, temperatures are maintained below 23 degrees Celsius and relative humidity below 55%.
- A recorded Closed Circuit Television System (CCTV) operates throughout the building.
- The Museum tells the history of Royston and the surrounding district. The displays are currently very traditional. Most objects are displayed behind glass in display cases with text panel interpretation. Work is ongoing to make the displays more hands-on and interactive to improve the visitor experience.
- The museum provides a small range of hands-on activities and quiz trails to accompany the displays designed largely for children.
- The Museum hosts a number of special event days where film, sound clips, music and audio-visual content are used. The focus of these events is on providing hands-on activities which are fun and accessible for all the family.
- **Refreshments:** No refreshments are provided at the Museum. Royston town centre however provides a number of great cafes and restaurants for you to enjoy. The town centre is approximately a 5-10 minute walk away from the Museum. To get to the High Street. Come out of the Museum and cross

over the road (so you are stood outside the Old Palace and the Fish & Chick'n takeaway). Go right until you get to the end of Kneesworth. Cross over the road to the Nat West Bank, you are now at the beginning of the High Street.

- Service dogs welcome
- No smoking in the building
- First Aid trained staff

Contact Information

- **Address:** Royston Museum, 5 Lower King Street, Royston, Herts SG8 5AL
- **Telephone:** +44 (0)1763 242587
- **Email:** curator@roystonmuseum.gov.uk
- **Website:** www.roystonmuseum.org.uk
- **Reference for Satellite Navigation** is 52.048933 N Latitude - 0.024939 W Longitude
- **Opening Hours:** Wednesday, Thursday and Saturday 10am-5pm. We are open at other times by appointment to school groups and other pre-booked groups. Contact us for more information.

Future Plans

- We welcome your feedback to help us continuously improve. If you have comments or suggestions please leave them with a member of staff or one of our volunteers at reception before you leave or phone or email them to us. Should you have a complaint please ask to speak to the Curator.