

Access Policy: The de Havilland Museum

July 2016

The de Havilland Museum is keen to welcome EVERYONE and actively strives not to discriminate either directly or indirectly against anyone on the grounds of:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race.
- Religion and belief.
- Gender
- Sexual Orientation

We recognise these as 'protected characteristics' in terms of the Equality Act 2010.

The Museum opposes discrimination and harassment in any form and we recognise the following (as defined by the Equality and Human Rights Commission):-

- Discrimination occurs when one person is treated worse than another because of a protected characteristic (known as direct discrimination) or
- Indirect discrimination can occur when we put in place a rule or policy or a way of doing things that has a worse impact on someone with a protected characteristic than someone without one, when this cannot be objectively justified (known as indirect discrimination).
- Harassment includes unwanted conduct related to a protected characteristic which has the purpose or effect of violating someone's dignity or which creates a hostile, degrading, humiliating or offensive environment for someone with a protected characteristic.
- Victimisation is treating someone unfavourably because they have taken (or might be taking) action under the Equality Act or supporting somebody who is doing so.

Actions:

The de Havilland Museum recognises that it is easy to issue a Statement welcoming everyone to the Museum. However, it is also aware that an inclusive environment and one where there is no discrimination or harassment can only be achieved through actively working to promote accessibility and taking reasonable steps to remove all barriers and obstructions.

Therefore the Museum has undertaken the following proactive steps:

- An access audit of its existing facilities
- Agreeing the suggestions and recommendations made within the audit.
- Appointed an Access Adviser to make recommendations for the planned New Hangar development
- Made sure that the new facility complies with all access guidance requirements.

In addition the following is being done.

For all Disabilities including older people and people who have learning disabilities:-

- a) We have identified that circa 30% of our visitors are either senior citizens or have a disability and we are working to meet their needs.
- b) We recognise the specific needs that people who are disabled or elderly may have. For example, people who are senior citizens may require more light to be able to see clearly, good toilet provision and chairs that have arms so that they can lever themselves up if they have difficulty standing etc.
- c) We are including more information on our website relating to the access provision that we have and we are planning to help our visitors plan their day and help them feel reassured that we can accommodate their needs.
- d) We will introduce concessionary admission rates for disabled visitors and their carers will be given free admission.
- e) We offer assistance to visitors if they need it
- f) We will implement Disability Awareness Training for stewards and the Board of Directors within the next year
- g) We will improve signage to help visitors to get round and use the facilities with ease and as safely as possible
- h) We tell people about the levels of accessibility that we have in an open and honest manner.
- i) We welcome feedback from visitors about how we can improve our levels of accessibility.
- j) We then monitor feedback from visitors to make sure that we take action to remedy any issues
- k) We make sure that lighting levels are good, so that people who are older or have a visual impairment can see with greater ease. We recognise that someone who is 60 needs circa three times as much light to see as someone who is 20.
- l) We provide seating in various locations, so that people can sit down if they need to.

For people with limited or no mobility, including people who use crutches, people in wheelchairs and people who may be visually impaired and using a guide dog or a long cane:-

- a) We are advertising the fact that we have ramps and level access to most of our facilities (apart from exhibits that have stepped access)
- b) We plan to make improvements to our accessible parking provision and improving the route from the accessible car parking spaces to the main entrance.
- c) We will carry out a number of improvements to the built environment such as creating ambulant disabled persons toilets and improving the existing accessible toilet.
- d) We will create better access to the shop and café area, but in the meantime we offer staff assistance to anyone who needs help (for whatever reason)
- e) We have a loan wheelchair that can be borrowed if someone finds it difficult to move around.
- f) We have made sure that the New Hangar that is being built is wheelchair accessible with a lift to the first floor, a fully compliant refuge area, two accessible toilets, doors that can all accommodate a wheelchair etc. etc.

For People with a Visual Impairment:-

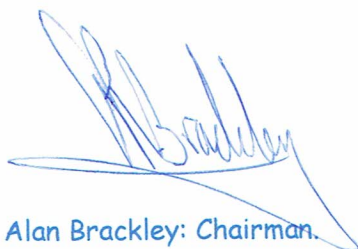
- a. We will train our stewards so that some can offer a guided tour of the hangar to visually impaired people and providing an audio description of the aircraft and their specific capacities.
- b. We are providing handrails in the New Hangar that are visually contrasting so that a visually impaired person knows that they are there.
- c. Where possible we make sure that the handrails are higher at landings so that a blind person knows that they have reached a flat level.
- d. We endeavour to display all our information in upper and lower case and using black and white or blue to create visual contrast so that the information is more accessible to visually impaired people. We recognise that the use of UPPER case letters make information more difficult for people with a visual impairment.
- e. We will make the stairs in the New Hangar more accessible through the provision of visually contrasting bands that are 55 mm thick on the tread and the riser.
- f. We will use visual contrast in the New Hangar to make it easier for people to navigate round the facility.

For People who are Deaf/Hard of Hearing:-

- a. We will produce a written transcription of any DVD that is being played in educational areas
- b. We will install a portable induction loop within the New Hangar
- c. We use easy to understand language in our written materials to help people who are profoundly Deaf and use British Sign Language as their first language. This also helps other visitors who do not have English as their first language.
- d. We plan to use visual indicators for fire being installed in all toilets or having a vibrating pager system so that people can be aware that the fire alarm is sounding.

For ALL Visitors:-

- a) We seek to make our facilities accessible and enjoyable (fun) for our younger visitors as well, so we are able to span all age groups.
- b) We provide props and quizzes for younger visitors to help entertain them and make their experience more interactive.
- c) We provide nappy change facilities in the existing toilet block and there will be nappy change facilities within the New Hangar.
- d) Visitors who are undergoing gender reassignment are welcome to use one of our accessible unisex toilets if they are more comfortable in a unisex rather than standard toilet.
- e) We welcome feedback from any visitors as to how we can improve our Museum.
- f) We have designated a member of the Board of Directors to have specific responsibility for ensuring that we improve our accessibility year on year. This responsibility is held by the Programme Director.
- g) The Programme Director will review this strategy annually to ensure that it is relevant, up to date and is achieving our goal of making sure that we welcome everyone.

A blue ink signature, appearing to read "Alan Brackley", is written over a horizontal line.

Alan Brackley: Chairman.

(End of Document)