

## Section 4 – Action Plan

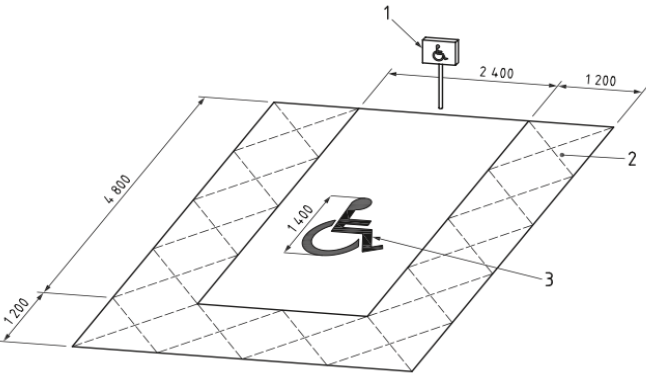
### 4.1 - ACTION TABLE

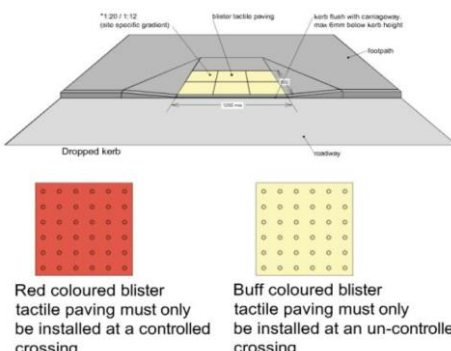
### Appendix 4

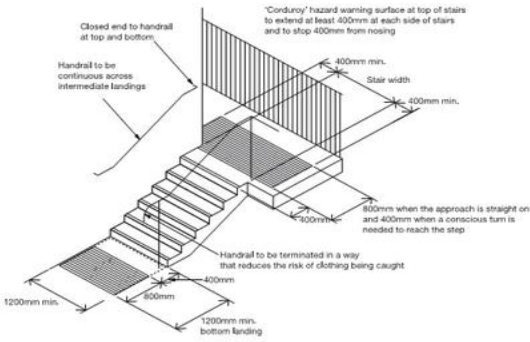
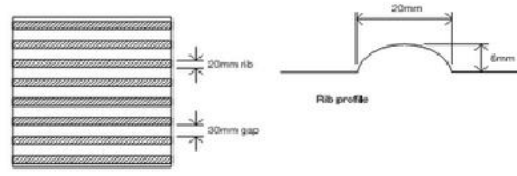
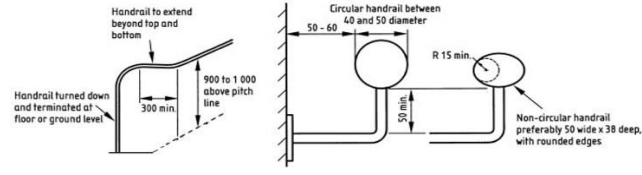
COSTS - <b>N</b> = NONE <b>M</b> = MINIMAL <b>OG</b> = ONGOING MAINTENANCE <b>ST</b> = STRUCTURAL CHANGE <b>EX</b> = MAJOR STRUCTURAL CHANGE				
Item Ref.	Details / Issue	Recommendation	Est Cost	Action Taken
<b>PRIORITY 1</b>				
<b>6.5</b>	Portable loop system is available on site - not fully charged on day of survey. Staff confirmed there is no fixed loop on site.	<p>Install an induction loop to the reception desk. Install signage indicating the availability of the facility and ensure that staff members are aware of how to use the system.</p> <p>Direct Access has its own bespoke desk induction loop for people with hearing impairments. We are able to supply, install and provide brief training. Please see here and contact us for more information - <a href="https://directaccessgp.co.uk/induction-loops-and-hearingenhancement-systems/">https://directaccessgp.co.uk/induction-loops-and-hearingenhancement-systems/</a></p> <p>BS8300 - A hearing enhancement system, using induction loop, infrared or radio transmission, should be installed at service or reception counters.</p>	<b>M</b>	<b>Added charging of current hearing loop to regular checks. Placed on reception counter.</b>
<b>17.2</b>	All exit routes are stepped. Wheelchair users would require assistance.	<p>Ideally a permanent ramped exit should be provided. It is acceptable in the short-term to provide a portable temporary ramp made available on demand with appropriate assistance.</p> <p>Any equipment and accompanying assistance must be made available for disabled people in the event of an emergency as part of a PEEP, refer to 18.7. With generic plans provided for disabled people as visitors.</p>	<b>M</b>	

18.6	Staff confirm checks are undertaken weekly and monthly. Staff inductions are used to ensure correct procedures and processes are followed.	Site management need to ensure that the appropriate procedures are in place to frequently check the exit routes to make sure that there are no obstacles.	N	This is part of regular checks
18.7	Staff confirmed that no personal egress plans are currently required at the museum.	<p>As part of any induction procedure staff should be asked if they require any assistance during an emergency and a PEEP (Personal Emergency Evacuation Plan) should be agreed in consultation with the staff member.</p> <p>PEEPS (Personal Emergency Evacuation Plans) are recommended to be provided, practiced and implemented by building management to ensure that correctly trained personnel and the correct equipment is in place to facilitate the efficient evacuation of disabled people, as recommended in BS9999/46.2 &amp; Part B/B1.xvi. Guidance on providing PEEPS can be found here <a href="https://www.gov.uk/government/publications/fire-safety-risk-assessment-means-of-escape-for-disabled-people">https://www.gov.uk/government/publications/fire-safety-risk-assessment-means-of-escape-for-disabled-people</a></p> <p>PEEPS (Personal Emergency Evacuation Plans) must be planned in consultation with individual disabled people that are expected to regularly access the building. Additional generic PEEPs should be provided to cater for the possibility of wheelchair users, Deaf and partially hearing people and Blind and partially sighted people using the building.</p>	N	
18.8	Staff confirmed that the general escape strategy and egress plans are checked regularly.	Site management need to ensure that both the general escape strategy and personal emergency egress plans continue to be regularly checked for efficiency and effectiveness.	N	Ongoing

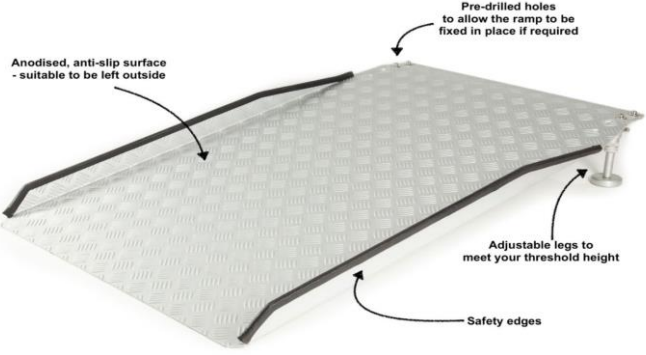
PRIORITY 2				
1.2	Crossings on nearby approaches have turn cones and tactile paving. There are dropped kerbs on street leading to the museum but no tactile paving on crossings.	Site management should undertake liaison with the Highways Dept to provide tactile paving in the area to aid people with impaired vision.	N	
1.3	Footpath leading down from main thoroughfare does not exceed 1200mm width.	<p>During future works, consideration should be taken to widening the access route. To be accessible, the minimum surface width of an access route (i.e. between walls, kerbs or path edgings) should be at least 1 800 mm for general routes (see Note 1), although a width of 2 000 mm is preferable to accommodate larger electric mobility scooters.</p> <p>Where the surface width of an access route is less than 1 800 mm, passing places should be provided to allow two wheelchair users to pass each other. Passing places should also be provided at junctions (e.g. corners) along an access route.</p> <p>A passing place should be 2 000 mm long x1 800 mm wide and located within direct sight of another passing place, or at a maximum distance of 25 m from another, whichever is the closer.</p> <p>Where it is necessary to introduce occasional narrowing of the access route, the restricted width should be at least 1 200 mm and should extend for not more than 2 m in length .</p>	ST	

1.5	<p>Museum is well signposted. However, there is a broken sign above the museum entrance facing pedestrian route from A608 direction.</p>	<p>The broken sign should be replaced to ensure museum is clearly identifiable and visible from all directions.</p> <p>People with hearing impairments make up the largest group of disabled people. They can be helped or hindered by signage. Good signage can mean that a person with a hearing disability can manage without having to ask questions. For further information on signage please refer to - JMU Access Partnership and The Sign Design Society. 2000. ISBN 185878 412 3.</p>	M	
2.2	<p>Accessible bays are not signposted on entrances, but positioned immediately by the entrances. Museum logo on parking sign for short stay car park partially obscured with directional signage. There is no signage at the front of the bays.</p>	<p>Liaison should be undertaken with the relevant department in the Local Authority to highlight the issue.</p> <p>Refer to diagram for best practice BS8300 specification.</p>	N	
2.2	<p style="text-align: center;">Dimensions in millimetres</p>  <p><b>Key</b></p> <ul style="list-style-type: none"> <li>1 Sign, with its lower edge 1 000 mm above the ground, to identify parking space when road markings are obscured, e.g. by snow or fallen leaves, with the words "Blue Badge holders only"</li> <li>2 1 200 mm wide access zone between designated accessible parking spaces</li> <li>3 International Symbol for Access (see BS 8300-2:2018, Figure 9)</li> </ul>		N	

<p>2.3</p>	<p>Long stay car park, bay 1, has hatched area on one side and rear only and there appears to be cafe waste at the front of the bay. At the opposite end of the car park a further accessible bay (28) is hatched on one side and rear only.</p> <p>Short stay car park accessible bays have hatching on each side/enough space for drivers or passengers to transfer, though no dropped kerb on pavement next to bay in front of parking sign.</p>	<p>Liaison should be undertaken with the relevant department in the Local Authority to highlight the issue.</p> <p>Refer to diagram for best practice BS8300 specification.</p>	<p>N</p>	
<p>2.5</p>	<p>Dropped kerbs are provided, but no tactile paving. Car park surface is smooth.</p> 	<p>Site management should undertake liaison with the Highways Dept to provide tactile paving in the area to aid people with impaired vision.</p> <p>Refer to diagram for specification.</p>	<p>N</p>	
<p>2.7</p>	<p>Lighting provision was observed for both car parks. Survey took place during daylight hours, and one lamp was lit for the duration of the audit in the short stay car park.</p>	<p>Site management to undertake investigation of the lighting levels within the car parking areas during darker hours to ensure that they are sufficient.</p>	<p>N</p>	

<p>4.1</p>	<p>There are no visual or tactile warnings at the top and bottom of steps leading to museum garden and picnic area.</p>	<p>Install tactile paving to both the top and bottom of steps.</p> <p>BS8300 - To give advance warning of a step, tactile paving with a corduroy hazard warning surface should be provided at the top and bottom of each flight, excluding intermediate landings with continuous handrails. Where the approach to the stair is wider than the flight, the tactile surface should extend beyond the line of each edge of the flight.</p> <p>Refer to diagram for specification.</p>	<p>M</p>	
<p>4.1</p>		 <p><b>'Corduroy' hazard warning surface (with 8mm ribs)</b></p> <p>Note: Full details of tactile paving are in "Guidance on the use of Tactile Paving Surfaces."</p>	<p>M</p>	
<p>4.2</p>		<p>BS8300 compliant handrails should be installed to both sides of the external steps. These should be well contrasted and not cold to touch.</p> <p>The handrails need to be one with a suitable profile (circular: 40 – 45mm, oval 50mm, in diameter)</p> <p>The handrail should be installed at a height of 900mm and needs to continue horizontally at least 300mm beyond the top and the bottom and should not project into the route of travel at final landings.</p>	<p>M</p>	

4.3	Survey was conducted in daylight hours. Site management should undertake a lighting review.	Site management should undertake a review of the step lighting levels during darker hours to ensure that the step treads are evenly lit. Lighting on external steps and ramps should achieve a minimum level of 100 lux where they are external and adjacent to entrances/exits of buildings.	N	
4.6	Nosings are not provided to the steps to the garden. Step nosings have poor contrast against their surrounds.	<p>Bright colour contrast needs to be painted to the edge of the step nosings to clearly highlight their presence.</p> <p>BS8300 - Each step nosing should incorporate a durable, permanently contrasting continuous material for the full width of the stair on both the tread and the riser to help people who are blind or partially sighted appreciate the extent of the stair and identify individual treads. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser, and should contrast visually with the remainder of the tread and riser.</p>	N	

<p>5.3</p>	<p>No level threshold provided, one step with portable ramp available for staff to manage visitor entry. Internally the step is not flush with reception flooring.</p> <p>Staff confirm that as museum entrance from street is on a slope a portable ramp for one side of a wheelchair is provided. Nosings are absent from the entrance step.</p>	<p>Remedial works should be undertaken to the threshold to ensure a flush entrance threshold is provided that eliminates the cross-all gradient at the entrance. This will aid wheelchair users as well as remove a potential tripping hazard.</p> <p>In the short term an improved bespoke portable ramp to be provided that will take into account the sloped entrance and to cover the full width of a wheelchair. An Adjustable Threshold Bridge Ramp may offer a suitable solution to accommodate the uneven threshold height.</p> <p>Bright colour contrast to be painted to the edge of the step nosing to clearly highlight its presence.</p> 	<p>M</p>	
<p>5.5</p>	<p>A solid entrance door is provided.</p>	<p>Consideration to be given to providing a vision panel on the entrance door to prevent a potential collision hazard.</p> <p>BS8300 - Entrance doors and lobby doors should have viewing panels to alert people approaching a door to the presence of another person on the other side.</p>	<p>M</p>	



5.7	The door felt heavy to open on the day of the survey. Two weights are used to prop the door open, (positioned by staff as required) and these weights just hold the door open.	All doors should be adjusted to provide a BS8300 compliant light opening action 30N from 0° (the door in the closed position) to 30° open, and not more than 22.5N from 30° to 60° of the opening cycle.	M	
5.8	No entry phone or intercom is provided.	A simple intercom system is recommended to ensure that a disabled person using the entrance can call reception in order to open the door. The intercom/call button should be relocated at a height of between 900mm and 1100mm from finished floor level.	M	
6.3	Reception desk should be designed to accommodate both standing and seated customers.	The reception should be designed to accommodate both standing and seated customers with at least one section of the counter 1500mm wide, with its surface no higher than 760mm, and a knee recess 500mm deep up to a height of 700mm.	M	Left hand side of counter (little bookshelf) to be kept clear for visibility
6.4	Edges are not highlighted. Flooring in front of reception desk requires suitable colour contrast to aid people with impaired vision.	It is recommended that a section of the flooring in front of the reception desk be replaced with an alternative that is suitably colour contrasted. This will aid people with impaired vision when attempting to locate the reception desk.	M	
6.7	Seating provided for visitors in reception/shop area, does not have armrests. Other seats can be brought in from other parts of the museum as and when required.	Provide some seating in the reception waiting area which has armrests to aid ambulant disabled people. Ensure all seating is well contrasted against the background upon which they are seen.  According to BS8300 - If a seat is too high or too low, or if there are no armrests or side supports, a person may experience considerable discomfort as a result of poor posture. A person may also have difficulty rising from a seated position if the seat is set too low, or if it has no armrests.	M	Armrest chair placed in shop
6.8	Retail items were are various heights, which may not be readily available for all visitors.	Ensure procedures are in place to assist visitors who may require access to the various retail items.	N	Museum staff to take items from higher shelves on request

6.10	Information sheet is handed to visitors on arrival and staff provide information as part of welcome.	<p>It may be beneficial to provide an access brochure to develop awareness of the facilities available in the museum.</p> <p>Refer to <a href="https://www.accessibilityguides.org/">https://www.accessibilityguides.org/</a> for further information on the development of access statements and guides.</p> <p>It is also recommended that any Access Brochure provided is available for the site in a range of formats.</p> <p>These formats are Audio, Braille, Large Print, Easy-Read and electronic formats such as WORD and PDF that are more accessible to screen reading technology.</p>	M	
6.11	Museum safety notices are located throughout the museum highlighting some issues visitors may encounter on their visit. No access services signage was seen on day of survey.	Access signage outlining the various access services should be provided within reception.	M	The introduction that visitors receive at the museum has now been updated to include this
6.12	Access services are not publicised with the exception of the museum website.	Any access service provided, such as audio descriptions, induction loop systems and tactile experiences , should be included, as events, performances, new exhibitions and further information are publicised by the museum.	N	
7.2	There is no wheelchair access to the corridors in the museum. Corridors are kept clear. The grill heater cover on the first floor does not contrast well against its background and narrows the corridor which could potentially be an issue for people with vision impairment.	Improved contrast should be added to make the heater cover apparent to Blind/partially sighted people.	M	

7.7	There are brightly coloured floor coverings and busy wall coverings in some of the display rooms as part of the decoration of the era in which the display is set. Loose rug warnings are given on the safety information sheet at the start of a visit and on signage.	Brightly coloured flooring can be an issue for some cognitive & neurodiverse disabled people who are vulnerable to hypersensitivity. Coloured and patterned surfaces should be avoided on all main access routes.  Transitions between different surfaces must be flush with any loose rugs, carpets or matting firmly fixed to the floor so that it does not represent a trip hazard.	M	
8.1	Internal doors are distinguishable from their surroundings in the set dress rooms and visitor reception. Most doors are left open when the museum is open to the public. Remaining doors do not contrast well against their surroundings.	Ideally all doors should have contrast against the surroundings upon which they are seen. This could be achieved by painting the door frames a contrasting colour. Adding colour contrast will aid people with impaired vision.	M	
8.5	All doors are kept open for visits with the exception of the exit door to the garden and courtyard WC's, with a door handle positioned higher than recommended. Door can only be opened by unlocking the bolt lock which is of poor contrast to its surround and won't be easy to operate for people with limited dexterity.	Consideration should be given to unlocking the door to the garden and courtyard when open to the public - staff reported that some visitors do not explore this area, despite the signage provided.	M	
8.6	Door handle is clearly visible, but the locking mechanism is not. Staff confirm that some visitors get confused that they are able to visit this space and don't unlock the door.	When considering door opening options, door knobs are generally difficult for use by people with ambulant disabilities - people who may have dexterity impairments or arthritis due to the wrist action required to open them.	N	
10.4	Handrails are not fitted to both sides on the flights of stairs. The shop/reception area handrail has merchandise displayed from them.	Handrails should be added to provide the required full length handrails and 300mm horizontal landing extensions with the entire handrail located at a height of 900mm from the slope and landing surface. As required by BS8300.	M	New bannisters and grab rails fitted throughout - merchandise removed
10.5	Handrails within the historic areas have good contrasting against their backgrounds. The handrail on the staircase at the beginning of the visit and the AV room have poor contrast against their background.	BS8300 compliant handrails should be installed to the other side of the flight. Colour contrast should be added to the existing handrail.	M	New bannisters and grab rails fitted throughout

12.3	The fittings in the courtyard WC's have fittings that do not contrast well against their surroundings.	<p>Greater contrast should be considered for the fixtures and fittings within the WCs. This can be achieved by having light sanitary ware seen against a dark background or vice versa.</p> <p>According to BS8300 - to help blind and partially sighted people identify key objects within sanitary accommodation, support rails and grab rails should contrast visually with the wall, the WC seat and cover should contrast visually with the WC pan and cistern, and sanitary fittings and accessories should contrast visually with the background against which they are seen.</p>	<b>M</b>	
12.4	Latch mechanism for opening and closing courtyard WC's can be difficult to operate for people with dexterity impairments. These are not well contrasted against their background.	Door locks and door-furniture should be easy to operate using a 'closed-fist', limited dexterity and/or minimal force.	<b>M</b>	
12.6	Lever tap was fitted to one WC in the courtyard.	<p>All taps should be replaced with lever style, this will aid people with limited dexterity in their wrists.</p> <p>According to BS8300 - Taps should either be mixer taps with an up and down action to control water flow or individual hot and cold lever operated taps with not more than a quarter turn from off to full flow.</p>	<b>M</b>	
12.7	No ambulant WC was provided.	As the courtyard WC's are small, consideration should be given and advice sought to creating one larger WC from the two for an accessible facility.	<b>ST</b>	
14.2	<p>Two information panels lying flat on cushion in the display case could be angled to make them easier to read. Third panel is already at an angle.</p> <p>In the Laundry the 'Beware' signs are either obscured or at an angle.</p>	<p>Keep in mind the natural line of sight when mounting labels. Labels mounted at 45 degree angles to the front of a case or vitrine are more accessible to people who have low vision than those that are mounted flat on the floor of the case. Labels should also be as close to the front of the case as possible, when not obstructed by a solid cabinet front.</p> <p>Reposition signage in the Laundry.</p>	<b>N</b>	Signs in display case adjusted - safety sign in wash house redone and repositioned

14.4	Signage design, such as the 'Things Men Have Made' sign on display case has poor letter contrast against its background. The 'Travel Trunk' label has more characters on average than is recommended.	Colours for text must have a high contrast between the letters and the background.  Smithsonian Guideline - Text containing too many characters on a line is difficult to read. Exhibit text should have a maximum of 55 characters (average) per line. Narrower columns with a 45-50 characters per line are preferable.  Alternative forms of labels should be provided (Braille, audio, large print) within the exhibition space.	<b>M</b>	
14.5	All areas are not wheelchair accessible. Must see items of the collection are highlighted on the information sheet and boards around the museum and referred to by staff.	Digital access tours are available, recommend this is readily available on a drop-in basis in addition to pre-booked.	<b>N</b>	
14.10	No sensory pack and no ear defenders on site. Reading room, resource trunk cubes with smell of pit ponies, sound of steamboat. Parlour has sound of barking dogs from outside and Victorian street scene.	Consideration should be given to providing a sensory pack with ear defenders to aid visitors who may have sensory processing differences. This includes people with neurodegenerative conditions (such as dementia), neurodivergent conditions (such as autism, ADHD, dyspraxia), or hearing differences due to hyperacusis or misophonia. The types of noise people are sensitive to are different for different people. It might be a continuous noise, intermittent noise, unexpected noise, high volume noise, or specific frequencies of noise.	<b>M</b>	
14.11	Museum staff respond to specific enquires as they come in - though no procedure is in place in terms of communication support.	It would be beneficial if the museum had procedures in place to provide communication support when required, and to advertise this.	<b>N</b>	

14.13	Staff confirmed there are two versions of the introductory film, one with subtitles and one without. This is not on a loop system, staff switch on for visitors and discuss the versions available. Translation sheets are available for other languages in addition to English. No Braille provided and uncertainty whether there are provided in large print.	Provide written material in alternative formats such as Large Print, Easy Read and Braille and include the phrase "Alternative Formats Available on Request" on written material. You must have contacts and procedures in place to satisfy a request. See <a href="https://www.gov.uk/government/publications/inclusive-communication/accessible-communication-formats">https://www.gov.uk/government/publications/inclusive-communication/accessible-communication-formats</a>  Consider adding BSL option to information videos.	<b>M</b>	Some new films have been made - to see if editing can make them suitable
15.1	The layout of the museum is reasonably clear. There is no braille or tactile signage with the exception of the courtyard WC's.	Review of way finding signage required. Whilst the latest BS8300 revision has downplayed the requirement for Braille, it has highlighted the importance of pictorial signage.  Pictorial signage should be considered for throughout the site. There should be new directory boards and tactile/Braille signage on the actual doors.  Words entirely in upper case type (capital) should also be avoided. A sans serif type face with a relatively large "capital" height to "x" height should be used.  BS8300 - Signs and universally accepted symbols or pictograms, indicating lifts, stairs, circulation routes and other parts of the building should be provided. Visual signs should be self-evident and, in particular, legible to visually impaired people. Plain English and pictograms together should be used to assist people with learning difficulties.	<b>N</b>	
15.2	There is a lack of signage conveying information within the main lobby area.	Signs and universally accepted symbols or pictograms, indicating stairs, toilets, circulation routes and other parts of the building, should be clearly provided in the reception area.	<b>M</b>	

15.10	Leaflets displayed were positioned at a height that would make it difficult for wheelchair users and people of short stature.	Site management to implement a procedure to ensure that all leaflets are provided at a height no greater than 1200mm.	<b>N</b>	Leaflets moved
15.11	No site leaflets currently. Staff confirmed that new leaflets are in the pipeline. Recommend new leaflets are in accessible formats.	Have procedures in place to produce documents in accessible formats. These formats are Audio, Braille, Large Print, Easy-Read and electronic formats such as WORD and PDF that are more accessible to screen reading technology.	<b>M</b>	New leaflets now available
16.2	Visitors only control the lighting in the permanent exhibition room. The positioning of the light control is above recommended level and is of poor contrast against its background. The accompanying signage should contrast visually with its background.	At the next refurbishment for the site, it would be beneficial to change the existing light switch plates with alternatives that have a grey/silver plate. This will ensure that they are easily located by people with impaired vision.	<b>M</b>	
16.7	Portable induction loop is available. It required charging on the day of the survey.	Where a Portable Induction loop is present it is important to ensure that procedures are in place to provide training and charging so that the system is available on demand.	<b>N</b>	Charging now part of regular checks
18.9	Staff confirmed that panic alarms on site tested regularly. There are no emergency cord alarms provided. Portable induction loop will require regular testing.	Any hearing enhancement system must be subject to testing and maintenance as part of an enforced maintenance schedule that ensures that the equipment is working at all times. Inspection and servicing at intervals not exceeding 12 months needs to be carried out.	<b>M</b>	Charging now part of regular checks

PRIORITY 3				
6.4	Edges are not highlighted. Flooring in front of reception desk requires suitable colour contrast to aid people with impaired vision.	It is recommended that a section of the flooring in front of the reception desk be replaced with an alternative that is suitably colour contrasted. This will aid people with impaired vision when attempting to locate the reception desk.	M	
10.3	Nosings were identifiable from the tread and riser - the use of the nosings on the entrance route flight using the works of DH Lawrence is novel (lettering upper case).	Signage text should be replaced with text beginning with an upper-case letter and continuing with lower case letters. Text entirely in upper-case type (capitals) should not be used because it can blur the word shape and reduce legibility.	M	
10.6	Landings are small - this is highlighted in the safety information visitors are provided with at the beginning of their visit.	Deemed fit to retain.  Consideration should be given to improving landing areas to achieve more accessible dimension in the event of a major alteration or refurbishment.	OG/ST	Hazard tape now fitted at top of staircase on first floor landing in historic side
10.7	There is no contrasting area at the top or base of step flights.	Adding contrasted surfaces to the head and foot of stairs can help blind and partially sighted people identify floor levels and the head and foot of stair flights.	M	
14.3	Signage was provided stating items cannot be touched. The Reading room has a resource trunk for handling and include cubes with smell of pit ponies, sound of steamboat. Parlour has sound of barking dogs and Victorian street scene. Staff inform that a pendulum clock is due to return following repair to add to audio. There are no audio description tours. Critical items are kept behind ropes with security alarms in place.	Signage indicating handling collection within rooms to be provided.	M	
14.6	Staff are not specifically trained but feel experienced enough to translate.	Regular scheduled training should be scheduled for staff on subjects such as Disability Awareness, Deaf Awareness, Blind & Partially Sighted Awareness and Dementia and Autism.  These issues accompanied by regular refresher sessions can add value to staff and enhance the overall visitor experience.	M	



14.17	Lever taps are provided. There is no split height work surface.	<p>The staff kitchens/refreshment areas should feature a worktop at 850mm height that includes an 800mm long section with a clear space beneath the depth of the work surface and at least 700mm in height.</p> <p>The ideal solution where dual heights cannot be provided is for an adjustable height work surface to be provided. The use of an adjustable height work surface gives greater flexibility and is therefore preferred.</p>	<b>M</b>	
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