

WILTSHIRE MUSEUM - ACCESS STATEMENT

This Access Statement is a description of our facilities and the services we offer, to enable you to make an informed decision as to whether we meet your access needs.

Visit the **Wiltshire Museum website**

(www.wiltshiremuseum.org.uk) for current information.

Email hello@wiltshiremuseum.org.uk if you have any questions.

james I came to see the Ravilious exhibition this afternoon with my mother (in a wheelchair' and father both in their 90's and my daughter. We were all very impressed and the wheelchair access was excellent. Well done.



Our Mission is to inspire people to explore the archaeology, history and environment of Wiltshire.

Introduction

Set in the historic market town of Devizes, Wiltshire Museum is housed in Grade II listed Georgian and Victorian buildings, in a residential area of similar buildings. The Museum has been located here since 1874 and contains the largest collection of Early Bronze Age gold ever put on public display in England.

Award-winning displays transform public understanding of the era and feature 500 Stonehenge period objects, including 30 pieces of gold treasure, together with archaeology, art, natural history, local history, and an Archive and Library which is open to the public.

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Museum Contact Information

- Address: Wiltshire Museum, 41 Long Street, Devizes, SN10 1NS – *map at Appendix 1*
- Telephone: 01380 727369
- Website: www.wiltshiremuseum.org.uk
- Email: hello@wiltshiremuseum.org.uk
- National Grid Reference: SU 005655 61170
- Minicom: Not available
- Reference for Satellite Navigation is: Lat 51.349609, Long -1.9934150 or SN10 1NS
- What3words reference: allies.gold.rails

I. Pre-Arrival and Museum Attractions

- Wiltshire Museum is housed in two Georgian buildings, with a Victorian connecting building, in a residential area of similar age. Entry and exit is via the gift and book shop.
 - The ground floor contains our reception, gift and book shop, tourist information, level access to toilet, baby changing facilities, Roman Gallery, Prehistoric Wiltshire Galleries (two of the four galleries), Environmental Gallery, Iron Age Gallery and Medieval Gallery.
 - The lower ground floor contains the Prehistoric Wiltshire Galleries (the other two of four).
 - The first floor contains the Saxon Gallery, Devizes Gallery, Lecture Hall, Oexmann and Piper Galleries (both used as temporary exhibition spaces), Archive and Library and toilets.
 - The second floor contains the Society offices.
- The Museum is home to the best Bronze Age collection in Britain, including gold from the time of Stonehenge. Plus:
 - objects found within the Stonehenge and Avebury World Heritage Site, including Avebury Stone Circle, West Kennet Long Barrow, Silbury Hill, the Sanctuary, the causewayed enclosure at Windmill Hill, Stonehenge and Marden.
 - internationally important collections of archaeology. The great strength of the collection is the prehistoric material - Neolithic, Bronze Age and Iron Age, as well as Roman Wiltshire.
 - a large collection of art related to Wiltshire – it is one of the finest and largest county-based art collections in Britain, containing watercolours, drawings, oil paintings, prints and engravings. Often displayed in temporary exhibitions in the Oexmann and Piper Galleries.
- Artefacts are mainly exhibited in upright or desktop style glass cabinets.
- Four videos play continuously in the Prehistoric Wiltshire Galleries and one in the Saxon Gallery.
- Special exhibitions programme, events and lectures.
- Family friendly display with trails and activities for children (e.g dressing up clothes, colouring sheets). We have signed up to the Kids in Museums Manifesto (*Appendix 4*)
- Children's school holiday and family learning events throughout the year
- Refreshments – There are no refreshments on site, but there are a number of cafes in the town centre – visit the www.devizes.org.uk website for details; www.devizes.org.uk/index.php/what-to-do/food-drink. During events refreshments can be served in the Lecture Hall.
- Pre-arranged guided group-tours of the Museum available on request.

○ Groups

- Group bookings welcome – see details at www.wiltshiremuseum.org.uk/visits
- Group rate – details at www.wiltshiremuseum.org.uk/visits
- Tea/coffee available on request. We can arrange catering – from a simple sandwich lunch to a formal dinner. Contact us – hello@wiltshiremuseum.org.uk for details
- Pre-booked tour of our Prehistoric Wiltshire Galleries featuring gold from the Time of Stonehenge available on request – visit website for charges.
- Evening and weekend visits upon request

2. Museum Opening Hours

Usual Opening Hours (Easter to late-October)

Monday to Saturday – 10 am – 5 pm

Sunday – 11 am to 3 pm

Winter (November to March)

Tuesday to Saturday 10 am – 4 pm

(Closed Sundays and Mondays)

- Check our website - www.wiltshiremuseum.org.uk/visitors-book/ - for opening days and times as these may vary from those noted above.
- Opening outside these hours (e.g., group evening visits) may be available on request.
- Open most Bank Holidays – 11 am to 4 pm. Closed Christmas Day and Boxing Day.

The Museum is an independent Charity (Wiltshire Archaeological and Natural History Society – no. 1080096; Company Limited by Guarantee: no 3885649) and is run with the assistance of volunteers. Occasionally at short notice we may not be able to open the Museum or the Archive and Library if staff or volunteers are not available to safely open the building. Whilst we make every effort to keep the Museum open as advertised, it is recommended to telephone ahead if making a special visit.

3. Location and Transport

- Address: Wiltshire Museum, 41 Long Street, Devizes, SN10 1NS
- National Grid Reference: SU 00555 61170
- What3words Reference: allies.gold.rails
- The Museum is signposted for pedestrians at key local junctions by finger posts.
- The Museum is served by many bus services - *Appendix 3*.
 - We are a 5-minute walk from Devizes Market Place and bus stops and two minutes from the Long Street bus stop (especially for Route 49 – Stagecoach: Trowbridge to Swindon)
- The Kennet and Avon Cycle Route (Route 4) goes through Devizes, and the Museum is just a short detour from it.

4. Car Parking

a. At Wiltshire Museum:

- There are double yellow lines directly outside the main entrance to Wiltshire Museum.
- There is a disabled parking space on the street, close to the main door.
- The Museum car park is available free of charge for disabled users, minibuses or other users upon request.
- There are a small number of allocated spaces in our car park, which is situated at the rear of the building.

- The car park surface is gravelled and uneven. There is a short uphill and uneven walk around the building to the main entrance.
 - A 13amp power supply for electric cars may be available. A charging point is available at Station Road car park, SN10 1BZ (2 x 7kW 32A Type 2 Mennekes POLAR)
- b. In Long Street
- There is free (limited) on street parking in Long Street and other local streets (two hours, no return).
- c. Public Car Parks (see map at Appendix 1 and details at Appendix 3)
- The nearest car park (including disabled parking) is the Central Car park (SN10 1DW)
 - The nearest long stay car park is Station Road (SN10 1BZ, accessed from the A361/A342 Northgate Street).
 - The Museum is signposted from the town's car parks.
 - More information about the town's public car parks and charges can be found on the Wiltshire Council website (including charges):
www.wiltshire.gov.uk/parkingtransportandstreets/carparking/findacarpark.htm?area=Devizes

5. Arrival, Main Entrance & Reception

- The main entrance to the Museum is on Long Street.
- Immediately on entering there is matting flush with floor. **There are no steps.**
- Double glass doors separate the street from the shop, they are not automatic (pictured right). Help with opening them is available, press the bell located on the right-hand side of the glass doors and a member of staff will help to hold them open.
- The shop/reception area has wooden flooring.
- The Reception Desk is 1.10 metres high at the front, and 0.75m high to the side (pictured over the page).
- Entry to the Museum Shop is free of charge.
 - Entry to the Museum's galleries, exhibitions and displays is charged. The current rates are displayed in the shop and on our website – www.wiltshiremuseum.org.uk.
- A plan of the Museum is available to all visitors in each gallery.



6. Public Areas – General

- The flooring in public areas is mainly wooden floorboards, with some areas of tile and stone.
- There are some changes in floor levels on the ground floor of approximately 4 cm.
 - Ramps are available for wheelchairs.
- Stair edges are painted white.
- Seating is provided in most galleries, including folding stools that can be carried around.
- There is a platform lift giving access to the lower ground floor, ground floor, first floor and upper first floors (*pictured right - ground floor lift door*).
 - Button has to be pressed and held down for the relevant floor.
 - There is an alarm button which alerts staff if there is a problem.
 - Note: the door leading to the lower ground and first floor are at 90 degrees to the ground floor lift entrance.
- The lift (1.4 x 1.1 metres) is accessed through doors 0.78 metres wide.
- Lighting is mainly by LED spotlights and natural light.
- A recorded Closed Circuit Television System (CCTV) operates throughout the building.



7. Public Areas - Toilets

- On the ground floor there is one unisex wheelchair accessible toilet, which also contains baby changing facilities.
- On the first floor there is:
 - a male toilet with three urinals and one cubicle
 - two female toilets
- Details of unisex accessible (disabled toilet) on ground floor (*pictured right*):
 - Width of door is 0.87 metres.
 - Transfer to the toilet is from the right from a seated position (0.74 metres between wall and side of toilet)
 - The height of toilet (floor to seat) is 0.46 metres.
 - The height of the wash basin (floor to rim) is 0.75 metres.
 - There are a vertical and a horizontal wall rail to the left of the toilet (opposite side to transfer)
 - There is a vertical wall rail to the right rear of the toilet.
 - A drop-down grab rail can be lowered from a vertical to horizontal position to the right of the toilet.
 - There is an alarm call cord (red) which alerts Reception.



8. Public Areas - Reception/Shop

- The shop sells a range of gifts, books, cards and postcards. Stock is regularly refreshed and usually reflects the permanent displays and temporary exhibitions or events.
- We accept cash, cheques and most major credit and debit cards (Maestro, VISA, MasterCard and American Express).
- Our card machine has contactless facility for cards, Apple Pay and Android Pay.

9. Public Areas - Lecture Hall

- Our Lecture Hall:
 - is available for hire and ideal for workshops, lectures, training events and meetings. It is frequently used by local schools and groups.
 - is located on the first floor, up a short flight of steps from the Museum shop and, accessible via our platform lift.
 - can seat 70 people in a lecture style (*pictured right*), or 25 in cafe style.
 - has a hearing loop with lapel and hand-held microphones, digital projector, wall mounted screen, laser pointer and lectern. A laptop PC can be made available.
 - has air conditioning.
 - refreshments can be provided for meetings and events. A charge may be made.



10. Public Areas - Archive and Library

Open to the public – normal admission charges apply:

- Usual opening hours:
 - Tuesday to Friday 10am to 4pm
 - First Saturday of the month, by prior arrangement.
- The Archive and Library is:
 - staffed by a team of volunteers.
 - located on the First Floor.
 - accessed from the Museum Shop via a short flight of stairs or via the Saxon and Devizes Galleries if using the lift.
 - There is a single step (depth of 2.5 cm, edged in white) into the Library from the Devizes gallery, and a ramp is available.
- Parts of the Archive and Library are not wheelchair accessible because of steps and furniture, but research materials will be brought to the accessible area (*pictured right*).



11. Access for Filming and Research

We welcome the use of our collections for academic research and filming but have to balance this access with the long-term preservation of our nationally important collections.

- Researchers – see our website: www.wiltshiremuseum.org.uk/research/
- Filming – contact the Museum Director: david.dawson@wiltshiremuseum.org.uk

12. Additional Information

- Service dogs welcome.
- No smoking in any part of the building.
- There is no general background music. There are sound recordings, including music, associated with some displays, and sometimes exhibitions in the Galleries include music and other audio-visual content.
- Some members of staff are trained first aiders.

13. Devizes:

- is located between the World Heritage Site of Stonehenge and Avebury and just outside the North Wessex Downs Area of Natural Beauty.
- is accessible by car from the A361 (Swindon/Trowbridge); A360 (Salisbury) and A342 (Chippenham/Andover), and signposted from Junctions 16 and 17 of the M4 – see map at [Appendix 1](#) and how to find Wiltshire Museum at [Appendix 3](#)
- is ideally located for visiting many of the county's prehistoric sites, including Stonehenge, Avebury, Silbury Hill and West Kennet Long Barrow.
- is home to the Caen Hill flight of locks on the Kennet and Avon Canal, just a ten-minute walk from the Museum.

- is home to the Millennium White Horse - carved into Roundway Hill, near the site of the 17th Century Civil War battle.
- has been awarded Coach Friendly status.
- retains many independent shops.
- has a level pedestrian shopping area.
- has a Cinema - www.palacedevizes.co.uk. Postcode: SN10 1JQ)
- has a Leisure Centre - www.wiltshire.gov.uk/leisure-devizes. Postcode: SN10 5AB)
- has a public park - Hillworth Park, with a picnic area, children's playground and parking - www.hillworthpark.org.uk. Postcode: SN10 5HB)

More information about the town and events can be found at www.devizes.org.uk

14. Local Accommodation

- For details of local accommodation providers visit:
 - www.devizes.org.uk/index.php/visiting/where-to-stay
 - <https://www.visitwiltshire.co.uk/accommodation>

Customer Feedback

We welcome your feedback to help us continuously improve.

If you have comments or suggestions, please leave them with a member of staff or at reception before you leave or phone or email them to us.

Should you have a complaint please ask to speak to the Marketing and Administration Manager.

Access Statement:	March 2017. Updated April 2022
Author:	Administration Manager
Approved by Board of Trustees:	31 March 2017 May 2022
Review Date:	May 2024

APPENDIX I – DEVIZES TOWN MAP





Visiting the Museum: Times and Prices

For current opening times visit our website – www.wiltshiremuseum.org.uk

Prices

Check our website – www.wiltshiremuseum.org.uk – for details of prices.

- Children under 18: FREE - up to four children under 16 with an adult paying standard or gift aid admission
- School and organised group rates available
- Concessions available for over 60s, students showing a valid ID card or people with a disability.
- FREE entry for members of WANHS (the Society which owns the Museum and Library), The Salisbury Museum, Dorset County Museum, the Museums Association, the Art Fund and carers accompanying a registered disabled visitor. Blue Badge guides also have free entry.
- A 50% discount is available for English Heritage members
- Temporary exhibitions are included in the normal admission charge for the Museum.
- Archive and Library visits are included in the normal admission charge for the Museum.
- You can add Gift Aid to your admission by including a voluntary donation - which supports the Museum and the development of its collections. If you are a UK taxpayer, please complete a Gift Aid declaration which will allow the Wiltshire Archaeological and Natural History Society (Registered Charity number 1080096) to claim an extra 20% from the Government on your payment.

Our charging policy

Your admission fee helps to support our independent charity - the Wiltshire Archaeological and Natural History Society (Charity no. 1080096, company limited by guarantee 3885649) which owns and operates Wiltshire Museum.

We receive a small revenue grant from Wiltshire Council and Devizes Town Council but pay a proportion of business rates, rubbish collection charges and a pension fund deficit. Our grant is the equivalent of 2p for each resident of Wiltshire. Everyone in England pays the equivalent of £6 each to provide free access to National Museums such as Tate Gallery or the British Museum. We enable access to the museum by providing free admission for children and offering free admission on at least one day each year (normally on Heritage Open Day in September).

APPENDIX 3 – HOW TO FIND WILTSHIRE MUSEUM

Address: Wiltshire Museum, 41 Long Street, Devizes, Wiltshire, SN10 1NS
Sat Nav: Use 41 as a house number and postcode is SN10 1NS
What3words: allies.gold.rails

Directions: See Map on the website (www.wiltshiremuseum.org.uk/visit/) or www.devizes.org.uk.
▪ There are regular bus services from Swindon, Salisbury, Bath and Chippenham, all of which have direct rail links and frequent trains from London and the west.
▪ The town is located on the A361 (Swindon/Trowbridge); A360 (Salisbury) and A342 (Chippenham/Andover).

1. Public Transport

Coach: National Express provide a daily express service from London Victoria Coach Station to Devizes, New Park Street. For details go to www.nationalexpress.com

Rail/Bus: There are railway stations at Pewsey (11.1 miles), Chippenham (12.1 miles), Westbury (14.9 miles) and Swindon (19.7 miles).

Devizes has a regular Stagecoach No. 49 (Trowbridge-Devizes-Swindon) bus service from the Market Place (stopping in Long Street, near the Museum) to Avebury Stone Circle (Red Lion Pub stop).

To get to Stonehenge Visitors Centre there is a regular Salisbury Red No 2 bus service from the Market Place, Devizes to Salisbury (Tesco's stop K), then from New Canal bus stop U, Salisbury, take the Stonehenge Tour bus.

Chippenham is linked by bus service 33 and X33, Westbury by service 87 and Bath by services 271/272/273 all provided by Faresaver. Pewsey bus service 101 is run by Salisbury Reds.

All bus services pass through Devizes Market Place. You can get further information on these services at:

- www.stagecoachbus.com
- www.salisburyreds.co.uk
- www.thestonehengeinfo.co.uk
- www.faresaver.co.uk

2. Walking from Devizes Market Place

With Wadworth Brewery behind you and the Bear Hotel front and right, walk towards St. John's Street, between the NatWest Bank (on the right) and HSBC (on the left). Keep on the right hand side of the road and for the direct route, go past the NatWest Bank, Wetherspoons, and the entrance to the Castle, which is not open to the public.

At the Town Hall you have a choice. Either go to the left of the Town Hall, past the shop on the corner, where just after St. John's Church (on the right) you will find the Museum. Alternatively, if you walk to the right of the Town Hall, you can go down St. John's Court into the Church yard. Keep left in the churchyard (a public footpath) and you will come out into Long Street. Turn right and the Museum is just a short distance on the right.

3. By Road: The Wiltshire Museum is located on Long Street, SN10 1NS (no. 41) (A360)

i. Travelling from M4 London

Take junction 14 to Hungerford, then A4 through Marlborough towards Calne. Just after Silbury Hill (on your right) at the Beckhampton roundabout (just past the Waggon and Horses public house) take the first exit on to the A361 to Devizes (third exit takes you to Avebury).

On the edge of the town you will pass the old Barracks (on your left and opposite a petrol station) on London Road. Keep straight on through the traffic lights and at all the roundabouts towards the Town Centre until you reach the end of the road, with St. James' Church in front of you, where you need to turn right. Just past the Crammer (a pond on the left) you will see a KwikFit garage (also on the left), take the left hand lane at the mini roundabout, then immediately the right lane, approaching the larger roundabout. Take the second exit (straight ahead) onto Southbroom Road. Pass the Fire Station (on your left) and across the next roundabout. At the Southgate roundabout turn right on to Long Street and continue for 200 yards where you will see the Museum on the left.

ii. Travelling from west on M4

Take junction 17 (Chippenham) and following the A350 to Chippenham and then the A4 signed for Calne and Marlborough. At Pewsham village (just past the Lysley Arms public house) turn right onto the A342 to Devizes. Keep on this road through Sandy Lane and St. Edith's Marsh. At the top of Dunkirk Hill (by Shane's Castle, an old toll house) turn left towards the town centre. At the roundabout by Wadworth Brewery take the second exit (straight ahead) into Devizes Market Place. There is short term Pay and Display parking here (2 hours max), or visit the market on a Thursday. To reach the Museum continue past the Town Hall and into Long Street. Just past St. John's Church (on the right) and the zebra crossing you will find the Museum on the right.

iii. Parking is available behind the Museum for Disabled access (visitors, minibuses or groups by arrangement); there is limited on road short stay parking (2 hours max) outside. Alternatively, use one of the public car parks – directions to/from the Central car park (3 hours max) are detailed below. Coach parking is available in the Station Road car park.

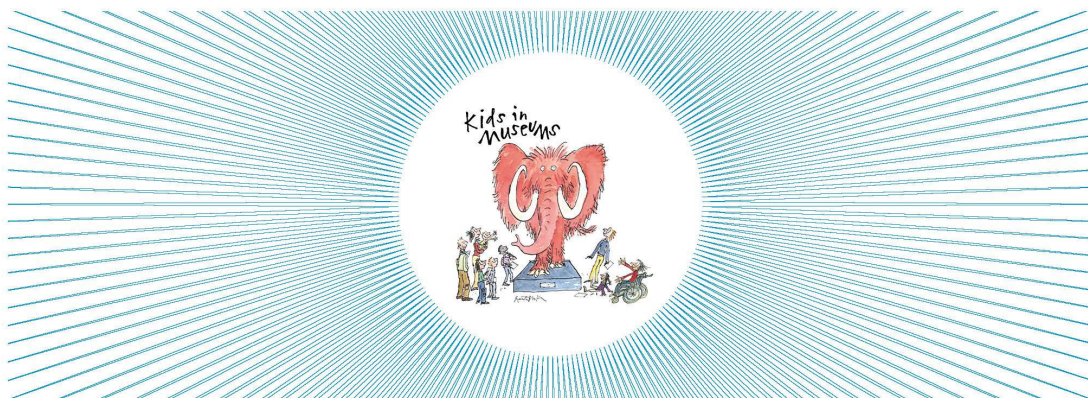
For Central Car Park (closest car park – SN10 1DW, 3 hours max)

- a. Travelling from M4 London - As above until you reach the KwikFit Garage. Go straight across the roundabout and bear left immediately into Sidmouth Street. The Pay and Display car park entrance is the second left alongside the Poundland store.
- b. From the west M4 - As above until you reach the roundabout by Wadworth Brewery. Take the first left at this roundabout – A361 for Swindon, pass The Castle Hotel and at the mini roundabout take the second exit (straight ahead) onto Monday Market Street, follow the road around (Sainsbury's on the left) and enter the Pay and Display car park to the left of the Poundland store.

The Museum is just a 5-minute walk - see 4 below.

Details of other car parks in the town can be found at: www.wiltshire.gov.uk/parking-devizes

4. Walking from Central Car Park - Walk towards the back of the car park to the alley way to the left of the Wilko's store. Turn left onto the High Street and continue past St. Andrew's Church and when you reach the zebra crossing (near St. John's Church) cross the road, turn left and a short way up Long Street you will find the Museum on the right.



Kids in Museums MANIFESTO

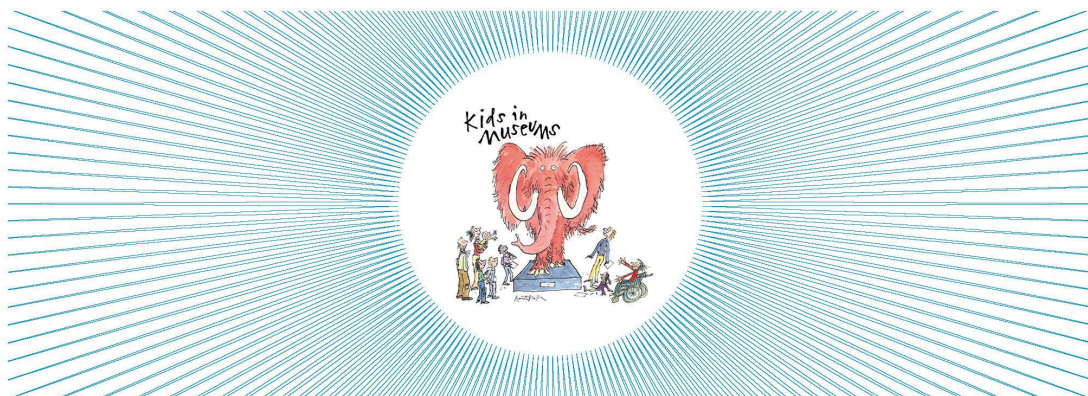
Our Manifesto is created with children, young people and families and sets out what makes a great museum visit for everyone.

- 1 Be welcoming.** Being made to feel safe and welcome can make or break a family visit. Create an environment where families can explore, have fun, play and learn together. Ensure staff and volunteers provide a warm welcome and make interactions with all family members accessible, friendly and informative. Include things that can be touched and make labels clear to explain when they can't. Welcome enthusiastic comments, always keep instructions positive and provide easy to read text for all ages.
- 2 Be accessible to all.** Ensure all visitors are equally supported and welcomed. Families face many challenges when visiting museums, including economic, language and cultural barriers. Consider the cost and practicalities of the whole museum visit from the perspective of a family. D/deaf, disabled and neurodivergent people may experience barriers to accessing your space, activities, displays and digital resources. Families need clear online information, such as an access page, to confidently plan their visit. Consider a full spectrum of access needs, review your provision and consult with a range of families about making a visit more accessible.
- 3 Make it easy and comfortable.** Families are more likely to stay longer if your facilities and spaces are family friendly. Provide seating for all generations to enjoy a rest, a quiet space and free wifi. Make pocket money items available in the shop. Can you make your café family friendly and reasonably priced, provide a picnic area or direct people to eateries nearby? Having baby changing facilities, a breastfeeding welcome attitude, and somewhere to keep buggies is important for those with younger visitors. Can you provide a Changing Places toilet or signpost visitors to the nearest facility?

07709 010273 | getintouch@kidsinmuseums.org.uk | [@kidsinmuseums](https://www.kidsinmuseums.org.uk)

www.kidsinmuseums.org.uk REGISTERED CHARITY NUMBER 1123658

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- 4 Remember families come in all shapes and sizes.** Consider what different family members need from their visit and provide ways for them to enjoy themselves together. Family groups can be diverse, from large multigenerational families to single parents or carers. They can include under 5s, young people, children with additional needs, same-sex couples and grandparents. Reflect this diversity in your language, activities, displays and ticketing.
- 5 Communicate well.** Make sure you let families know everything you have to offer them. You can do this through outreach visits, posters and leaflets, and your website and social media. Provide easy to find pre-visit information online, information on arrival and a way for families to get in touch and give feedback. Make sure all your content is accessible. Represent a diverse range of families in your marketing images.
- 6 Be an active part of your community.** Young people and families want to see museums help tackle inequalities, support their wellbeing and take care of the local environment. Consult and collaborate with a diverse range of children, young people and families in your community as equal partners on events, displays and exhibitions. This will help you to make your site more relevant, reflect their stories and give this audience a stronger sense of ownership over their histories and heritage.

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