

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 all our guests/visitors. Last updated: 06/06/2017

Access Statement for Rugby Art Gallery and Museum

The Art Gallery and Museum is situated within a modern, purpose built building which houses the Museum, Art Gallery, World Rugby Hall of Fame, Floor One Gallery and Library. The building is well located in the centre of Rugby, with accessible parking and bus stops nearby.

The Foyer area is the arrival point of the visitor and Visitor Centre is the first point of contact for all visitors into the building. The Visitor Centre offers a friendly, welcoming and fully accessible experience for everyone. As a Visit England Official Partner they are experts on the whole of England as well as local and regional locations.

All of the Foyer including Visitor Centre is on one level throughout with good circulation space and smooth flooring.

An accessible toilet is available.

The Visitor Centre can provide general access information about local attractions, accommodation and restaurants. They also provide further information through their website: www.therugbytown.co.uk



The front of the building

Pre-Arrival

- Rugby railway station is situated 0.9 miles away from the Visitor Centre and can be accessed by taking an 18 minute walk, using one of the fully accessible taxis, or by using buses 4, 12 and 10 to the town centre.
- The taxi rank outside the station offers accessible taxis with lifts, but we would recommend you book in advance to be sure of availability:
- Busy Cabs 01788 575757 (fully accessible cabs with ramps or lifts available. Prior booking essential.)
- Dial a Cab 01788 570202 (fully accessible cabs available until midnight. Prior booking essential)
- Call a Car 01788 540800 (fully accessible cabs with ramps or lifts available. Prior booking essential.)
- Compass Cabs 01788 222222 (1 fully accessible cab available after midnight. Prior booking essential)
- All local buses stop at the main bus stops on Clifton Road and North Street, which is a 4 minute walk from the Visitor Centre. Buses 86, 4 and 63/64 also make an extra stop on Corporation Street which is a 2 minute walk from the building. The majority of buses have a drop down curb and are wheelchair accessible.
- For a map of how to reach us please see the [how to get here page](#) of our website. Alternatively, you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours, which is CV21 3BZ, to get directions.

Car Parking Facilities and Arrival

The nearest car park to Art Gallery and Museum is owned by Asda and is located adjacent to and opposite the building, 1 minute walk away (this is known as the upper level of the Asda car park).

- There are 4 blue badge spaces in the upper level of the Asda car park which is adjacent to the building. There is a ramp to the paved path that leads to the building. The surface is a little uneven in places. This is well lit at night.
- There are further blue badge spaces available in the Asda car park section opposite the building.
- There is no charge for blue badge holders for a maximum stay of 3 hours.
- The car park surfaces are paved or tarmac with a fairly even paved path leading to the building. The car parks are well lit at night.

- There are additional 'parent and child' parking spaces in the Asda car park.
- The parking fee for non- blue badge holders is £2 for 3 hours.
- Parking is available 24 hours per day.
- There is no drop off point immediately outside the Building.
- There is a fully accessible slope leading to the front of the building with dual height handrails on both sides. The steps have textured strips at the top and bottom which makes them easily identifiable for the visually impaired. All steps have white lines painted on the edges and these are due to be repainted in the next few weeks to make them clearer.
- The main door at the front entrance of the building is a fully automatic double width glass door. The clearance width is 119cm.



Access from top level car park

Access to ramp to front of building



Accessible car park spaces adjacent to building. Further accessible spaces in car park opposite



Steps to front of building

Ramp full view

Inside the Building

- There is step - free level flooring throughout the foyer.
- The flooring is a smooth tiled surface.
- There is ample room within the foyer for a large wheelchair/pushchair to be maneuvered and turned with a minimum of 1 metre clearance in all areas.
- The Visitor Centre to the right of the foyer offers a wide range of visitor information for local and national events and visitor attractions. They are agents for National Express, local coach companies and local and regional events. They also offer a shop selling a range of souvenirs and rugby related goods.
- There is a visitor emergency door within the Visitor Centre shop area and one across the foyer from the Visitor Centre, both with 1 metre width clearance. There is also a wider emergency exit door within the toilet area with 1.8m clearance.
- The area is mostly well-lit by natural light and also by overhead halogen and spot lighting. There are some areas of shadow within the Visitor Centre.
- There are two lowered sections of information desk, with chairs provided.
- A hearing loop system is installed at the counter.
- A magnifying glass, pen and pad of paper are available at the counter. We also offer coloured overlays acetates.
- There is a fully accessible toilet across the foyer from the Visitor Centre accessible with a Radar key. A Radar key is available to borrow from the Visitor Centre.
- We have a public lift available to access upper floors of the building with a door clearance of 90cm. Assistance is available on request.
- Staff can provide assistance and read out any literature if required. We can also enlarge and print literature on request. We are here to help!



Visitor Centre entrance



Visitor Centre shop



Left: Automatic folding front door



Right: Lift to upper floors



Above: Ramp to front of building

Public Toilets

- The public toilet for the building is located in the foyer of the building, next to the café.
- There is a separate unisex accessible toilet within this area accessed by a Radar key.
- We have a spare Radar key to borrow within the Visitor Centre.
- Additional radar keys are available to purchase from the Mobility Shop for £3.00. The mobility shop is located 40 metres directly in front of the Visitor Centre.
- There is level, even access available for all toilets with wide doors accessible by motor scooters and double buggies.
- Baby changing is available in the ladies' toilet and in the unisex accessible toilet.

Detail for the unisex accessible toilet as follows:

- Toilet height 45cm. Pull down rail next to toilet 75cm high and 5cm from edge of toilet.
- Flashing lights for fire. Smoke alarm.

- Emergency alarm button located near to toilet and door.
- Lever taps on the sink.
- Accessible toilet door width 92cm.
- A separate emergency exit is located in the toilet area, with a door width of 180cm.



Accessible toilet and flashing light for alarm

Inside the Art Gallery and Museum

First Floor – Floor One Gallery

- Access to the gallery is via stair or lift. Stairs have dual height handrails. There are 2 flights of 11 steps. The steps have textured strips along the lip of the step which makes them easily identifiable for the visually impaired.
- Access to first floor gallery is through a doorway with a door clearance of 120cm.
- The public lift from the foyer has a door clearance of 90cm. Assistance is available on request. No manual opening of doors required to access galleries.
- There is step-free level within First floor.
- The flooring is a smooth tiled surface.
- There is ample room a large wheelchair/pushchair to be maneuvered.
- The area is mostly lit by natural light and also well-lit by overhead halogen and spot lighting.



Second Floor – Art & Museum Gallery and Archaeology Gallery

- Access to the gallery is via stair or lift. Stairs have dual height handrails. There are 4 flights of 11 steps from the ground floor. The steps have textured strips at lip of the step which makes them easily identifiable for the visually impaired.



- Access to second floor is through a doorway with a door clearance of 120cm.
- The public lift from the foyer has a door clearance of 90cm. Assistance is available on request. No manual opening of doors required to access galleries.
- There is step-free level within second floor.
- The flooring is a smooth tiled surface.
- There is ample room a large wheelchair/pushchair to be maneuvered. The narrowest point is 117 cm within the Archaeology Gallery
- The area is well-lit by overhead halogen and spot lighting.
- Two gallery assistants staff the Art and Museum Gallery and the Archaeology Gallery. The Gallery assistants will be happy to help with any enquiries or assistance needed or just have a friendly chat.
- Exhibition text is written in 'plain english' is in a clear font and is at least 16 point.
- Staff can provide assistance and read out any literature if required. We can also enlarge and print literature on request.



Additional Information

- All Council staff are given Equality and Diversity Training as a mandatory part of their induction training.
- Some staff have also received 'Dementia Friend' training.
- There is always at least one member of staff on duty who has first aid training.
- All staff have received Adult Safeguarding training.
- Some staff have also received 'tone of voice' training.
- We welcome assistance dogs and have a water bowl available outside the front door for their use.
- Signage throughout the Building is clear and uncluttered.
- The Visitor Centre work closely with the Rugby Disability Forum to provide access information about local shops, pubs, cafes and hotels. This information is available on request to all visitors.
- All public areas within the building can be accessed by a mobility scooter, double buggy or battery powered wheelchair.
- Our staff speak English, Italian, French, Spanish and Russian to conversational level or more.
- We are a 'breastfeeding welcome' location (see photo)
- We have 'safe place' status, and are a 'child safe zone'. Please see photos.
- All the buttons on the lifts are in Braille and they are at an accessible height. Please see pictures.
- All printed materials can be enlarged on request - just ask our friendly staff!



Safe place sticker, breastfeeding welcome sticker, Child safe zone sticker, Hearing Loop sticker, Braille on lift buttons

Future Plans

- We will also ensure that hearing and visually impaired visitors continue to be at the forefront of plans for additional signage and accessibility.
- We are working with the Equality and Diversity Officer at Rugby Borough Council to make sure all new designs are fully compliant and have accessibility at the forefront.

Contact Information

Address: Rugby Art Gallery and Museum, Little Elborow Street, Rugby CV21 3BZ

Telephone: 01788 533201

Email: ragm@rugby.gov.uk

Website: [Www.ragm.co.uk](http://www.ragm.co.uk)

Social Media: Twitter [@rugbygallery](https://twitter.com/rugbygallery)
Facebook [@ArtsInRugby](https://www.facebook.com/ArtsInRugby)

Hours Of Operation: Tues- Saturday 10am - 5pm.
Sunday 10am - 4pm.
Bank Holidays 10am - 4pm.
Closed Christmas Day, Boxing Day and January 01st.

Local Carers: Support organisations:
Guideposts Tel: 02476 385888
Email: carerssupport@guidepoststrust.org.uk
Warwickshire Young Carers' Project
Tel: 02476 217740
Email: info@warwickshireyoungcarers.org.uk
Rugby Disability Forum:
www.rugbydisabilityforum.org
Email: chairperson@rugbydisabilityforum.org

Local Equipment Hire: Rugby Mobility and Lifestyle
8a-8b Swan Centre Rugby Warwickshire CV21 3EB
Opening Times Mon to Sat - 9am - 5pm
Tel:01788 544010

Local Accessible Taxi: Busy Cabs 01788 575757 (fully accessible cabs with ramps or lifts available. Prior booking essential.)
Dial a Cab 01788 570202 (fully accessible cabs available until midnight. Prior booking essential)
Call a Car 01788 540800 (fully accessible cabs with

ramps or lifts available. Prior booking essential.)

Compass Cabs 01788 222222 (1 fully accessible cab available after midnight. Prior booking essential)

Local Public Transport:

Midlands Disability Helpdesk (Stagecoach): 01604 67 60 60

Traveline: 0871 200 22 33

Rail Times: 08457 48 49 50

Stagecoach: 01604 67 60 60

Johnsons Excelbus: 01564 797070

Hinckley Bus: 01926 412987

Travel de Courcey: 02476 302656