

The Lanman Museum

Policy reviewed and approved: 2nd June 2023

Next review date: June 2026

Access Policy

1. Introduction

The museum is committed to maximising access for everyone, regardless of ability, age, gender, cultural or social background, sexual orientation, faith, language, location or wealth, by minimising or removing barriers that can prevent people from engaging with our buildings, collections, website, social media channels, programmes and staff.

We do everything that we can, within the limitations of our small building and other resources, to offer the widest, richest, most engaging access for all our users. The size of the museum limits the amount of space available and the number of people who can safely view the collection but there is no room for expansion. The museum recognises that access is a complex issue that must be addressed through the actions of the organisation, and that access provision benefits people generally, not just those with specific needs.

2. Scope

This policy covers provision at the Lanman Museum, through our website and other online activities, and in other venues where we deliver outreach programmes, eg schools, community venues and so on. This policy relates to access by our users and does not cover access in relation to volunteers, freelancers or contractors.

3. Purpose

The purpose of this policy is to set out the museum's commitment to maximising access and to identify the ways in which we achieve this across the organisation.

4. Definition of terms

When we refer to access, we mean the opportunity to engage with our museum collections, content and expertise. There are a number of key barriers to access:

- Physical/sensory – e.g., people with physical disabilities, limited mobility, or hearing or visual impairments may not be able to access the museum, our website, or social media channels.

- Attitudinal – e.g., some people may have a lack of interest in, or awareness of, the museum and the subjects and issues it deals with, or our programmes and services.
- Intellectual – e.g., some people may find the museum too specialist in its approach to subjects and how they are presented; some may have learning disabilities which affect their ability to engage with the museum; and some may not be able to read or speak English.
- Cultural – e.g., some people may feel that the museum is not relevant to them and does not reflect their cultural or social heritage, or their interests.
- Economic – e.g., some people may not be able to afford to visit the museum.
- Geographic – e.g., some people will live too far away to visit the museum
- Technological – e.g., some people may not have access to the internet at home or use a mobile phone.

5. Responsibilities

The Trustees are responsible for ensuring that the museum meets its obligations under the Equality Act (2010) by doing everything reasonably possible to make the museum accessible to the widest range of people.

6. Policy

The museum is committed to maximising access by, for example:

Physical access

By upholding the statutory requirements of the Equality Act (2010) by taking reasonable steps to ensure that policies, practices and procedures do not discriminate against disabled people. The fabric of the building in which the museum is housed is maintained and run by English Heritage who are responsible for access to the Museum and provide a lift. Within the museum all endeavours are made to facilitate wheelchair access around the museum. Most exhibits can be seen from a wheelchair. There are no catering or toilet facilities in the museum – these are provided by English Heritage and form part of their access policy.

At this point there are no auditory components to the exhibits. If we were to have such an exhibit, then a transcript/sub-titles (depending on technology) would be provided.

The font for displays used is a clear sans serif font (Calibri) in as large a font size as possible following RNIB guidelines

Attitudinal access (note the museum is only stewarded for part of the castle opening times)

- ensuring that we present the museum as a welcoming, non-threatening, inclusive destination.
- ensuring that visitors are made to feel welcome on arrival and are put at their ease.
- creating an environment in which people can feel comfortable, valued and able to learn at their own pace and level.

Intellectual access

- endeavour to provide a layering of information to give a basic overview with deeper levels available where possible.
- use the WC3WAI guidelines in the creation of our website.
- provide a brief museum guide in other languages where possible.

Cultural access

- providing outreach programmes to primary and secondary schools as well as via the website
- displaying a wide variety of objects showcasing different aspects of life and society in Framlingham which demonstrate a range of socio-economic activity in the town.

Economic

- as entry to the museum is included in the price of entry to Framlingham Castle. We have no control over this area. However, there is no additional cost of museum entry.

Geographic access

- providing a rich online experience (<https://lanmanmuseum.uk/>)
- providing a search facility for the collection with all records being on e-Hive
- providing object loans to other museums nationally and internationally
- having a small exhibit in the town, outside of the museum increasing out-reach and awareness.
- having an active Instagram and Facebook page

7. Related policies, legislation and guidance

The Equality Act (2010) bans unfair treatment and helps achieve equal opportunities in the workplace and in wider society. The Act replaced previous anti-discrimination laws and covers nine protected characteristics which cannot be used as a reason to treat people unfairly – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity/paternity, race, religion or belief, sex and sexual orientation. The Act prohibits

unfair treatment when providing goods, facilities and services, when holding public functions, in the management of premises, and in education.