



ACCESS STATEMENT AND PLAN

Dec 2022 – 2025

Author of this document: **David Rounce – Project & Activities Manager**

Date of most recent policy update: **February 2022**

Updated by: **Claire Winter-Moore – Collections Assistant**

Date on which this policy was adopted by governing body: **February 2018**

Date at which this policy is due for review: **December 2025**

PRINCIPLES

The Ravenglass Railway Museum is committed to the widest possible access to the history of the Ravenglass & Eskdale Railway, artefacts from which it houses, conserves and displays. The collection is held to ACE Accreditation standards for everyone regardless of education, income, residence, or personal circumstances.

The Museum's aim is to make physical access to the collection as easy as possible for all, to enable everyone as far as possible to have access to scholarship and information about the collection, and to allow study and enjoyment of the collection in as many ways as possible. The Museum aims to comply with the provisions of the Disabled Discrimination Act (1995), and amendments made since, and liaises with the South Copeland Disability Group to this end.

PHYSICAL & INTELLECTUAL ACCESS

The Museum is committed to providing all visitors with equal access to the building (details below). It ensures that future building projects provide appropriate physical access for all visitors whilst any refreshing of displays takes into account users with hidden disabilities. Expert advice is sought wherever necessary.

COLLECTIONS

The Museum encourages and enables the widest possible audience to study the collection. It seeks ways to improve and extend access to information and scholarly research. The Museum continues to consult people with disabilities, specialist organisations and other museums and galleries on the best and most practical ways of improving intellectual access.

EMPLOYMENT AND TRAINING

The Museum aims to ensure that its employment practices do not discriminate against people with disabilities (see Equality and Diversity Policy)

DISSEMINATION

A copy of this policy will be given to each new volunteer or staff member as part of their induction process, and paper and digital copies are available for reference in the Museum archive office. Public access to the policy will be given through the Museum

website.



ACCESS PLAN FOR VISITORS

INTRODUCTION

Ravenglass Railway Museum tells the story of the Ravenglass & Eskdale Railway (R&ER), affectionately known as the 'Ratty'. Located at Ravenglass station on the Cumbrian coast, the museum re-opened in 2017 after a comprehensive Heritage Lottery-funded re-development and houses a collection of artefacts spanning 1870s – 2010s ranging from steam locomotives and carriages to tickets, uniforms and models. Through our displays and hands-on interactive features, visitors can experience 150 years of the R&ER as well as the origins of the historic Roman port of Ravenglass and iron-ore mining in Eskdale.

We are free entry and open daily from February half-term to October half-term and throughout winter when the Railway is running

Ravenglass Railway Museum is based in the car park of Ravenglass for Eskdale railway station. The car park is mostly level and tarmacked throughout.

The museum is accessible for wheelchair users with level access at the entrance and a ramp to the upper exhibition hall. Due to the size and historic nature of our collection, not all of the vehicles are accessible

PRE-ARRIVAL

Contacting the Museum

- Tel: 01229 717171
- Email: museum@ravenglass-railway.co.uk
- Web: ravenglassrailwaymuseum.co.uk

Arriving at the Museum

By Car

Directions to Ravenglass from the M6 motorway at J40 (to Cockermouth) and J36 (to Broughton) – approx. 60 minute journey – available in our leaflet and on the website ravenglassrailwaymuseum.co.uk/visit/location/

By Rail

Ravenglass station is served by Northern Trains from Carlisle, Whitehaven, Maryport, Grange over-Sands, Lancaster and Barrow-in-Furness, Monday to Saturday. Carlisle links with Virgin Rail direct from London, Glasgow, Edinburgh, Manchester and Birmingham and intermediate stations. There is also a link to Newcastle connecting with the East Coast mainline. For more details on timetable and fare information

visit northernrailway.co.uk or call Northern Customer Services 0800 200 6060. For Northern Passenger Assistance call 0800 138 5560 (Text Relay 18001 0800 138 5560).

By Bus

There is no regular bus service to Ravenglass.

The Muncaster Microbus operates in the Bootle, Eskdale, Wasdale, Holmrook, Seascale and Gosforth area of Cumbria. It does not run to a set timetable and seats must be pre-booked in advance. 01229 717229

ARRIVAL AND CAR PARKING FACILITIES

- Well sign posted from the A595
- Ravenglass station is a concealed turning on the left between the two railway bridges
- Car parking is Pay and Display
- Main car park has approximately 80 parking spaces
- Example charges as follows: £1.00 for one hour or £3.00 all day
- There are 2 designated disabled parking spaces outside the museum and 3 by the main entrance to R&ER booking office
- Vehicles can be parked to allow rear access and there are no dropped kerbs
- Access to museum is on tarmac and paving
- Large directional signs are located within the car parking area
- Free coach parking available at Ravenglass
- Ramped walkway from mainline Northern Rail platforms
- Electric car charge point

To support your visit, a wheelchair is available for visitor use. Please ask at the R&ER Booking Office.

Dogs including assistance dogs are welcome, and water bowls are available outside the café on Platform 1 of Ravenglass R&ER station.

MUSEUM ENTRANCE AND EXHIBITION SPACES

Entry to the museum is through an inward-opening push door approx. 90cm wide, though this can be doubled by unlatching the double door.

The museum itself is ordinarily unstaffed though if assistance is required R&ER Visitor Services staff can be found in the Booking Office, approx. 40m from the museum entrance

Seats are available to the right just inside the museum.

Once inside the Museum, all of our exhibition spaces are accessible by wheelchair.

The exhibition spaces are well-lit and have clear walkways with minimum width 120cm

Our audio/visual exhibits are subtitled or have text copies available

In the case of an evacuation

In the case of an evacuation the need to leave the building will be signalled by audio sounders and flashing lights.

Staff will specifically seek out any visitors who need assistance, and give them extra support in leaving the building.

RESEARCH FACILITIES

The archive office is accessed via a flight of stairs. Alternative accessible research facilities are available by appointment. The collection is digitised and a catalogue available on the Museum website (ravenglassrailwaymuseum.co.uk/collections)

FACILITIES

Toilets

- Toilets including wheelchair-accessible and baby-change facilities are located on Platform 1 of Ravenglass R&ER station c150m from the museum
- Tarmac pathway access – walk way 230cm width

Cafe

To protect our historic objects food and drink is not allowed in the museum. Hot and cold drinks, meals and snacks are available from the Turntable café on Platform 1 of Ravenglass R&ER station when the railway is operating.

- Tarmac level walkway
- Counter 90cm height
- Order meals at counter
- Moveable tables and chairs
- Good selection of light bites available
- Vegetarian and gluten free bread available
- Additional indoor seating upstairs, lift available, door width 120cm, steps to outside area
- Disabled toilet on this floor, door 95cm

- High chairs available
- Hearing loop
- Allergen information
- Free wi-fi
- Large/contrast print menu

Shop

Gifts are available from the R&ER Booking Office and Shop

- Tarmac level pathway from car park
- Double doors entrance (140cm)
- Wheelchair available from ticket office
- Open 09.00 to 18.00, (09.00 to 17.00 in low season) 7 days a week
- All items clearly priced; many at low level, staff will provide assistance if required
- Hearing loop

Beyond the Museum

- The nearest shop is at Holmrook petrol station, approx. 3 miles north along A595 road to Egremont

CONTACT INFORMATION

Address: Ravenglass Railway Museum
Ravenglass
Cumbria
CA18 1SW

Telephone: +44 (0)1229 717171

Email: museum@ravenglass-railway.co.uk

Website: www.ravenglassrailwaymuseum.co.uk

Hours of operation:

February half-term to October half-term - Daily 10.00 to 17.00

Winter (When R&ER is operating – see www.ravenglass-railway.co.uk for timings) 10.00 to 16.00

FEEDBACK

We welcome your feedback to help us continuously develop our access standards. If

you have any comments please phone +44 (0)1229 717171, email museum@ravenglass-railway.co.uk, or ask for a visitor feedback form in Ravenglass Booking Office