



POLICY STATEMENT

ACCESS POLICY

[Policy Reference: No. CMCI0/001]



Definition:

“Board” - Board of Trustees

“BSL” – British Sign Language

“CMCIO” – Crawley Museums CIO

“CBC” – Crawley Borough Council

“CFI” - Crawley Film Initiatives

“LLO” - Learning and Liaison Officer

“Museum” – Crawley Museum

“Museums” – Crawley Museum and Ifield Watermill

“Mill” – Ifield Watermill

“SEND” - Special Educational Needs and Disabilities

“TAG” - Town Access Group

“website” – www.crawleymuseums.org

1. CMCI0's Vision

- 1.1 “To bring the CMCI0 service up to the standard that the size of the town demands, thus making the collection of all items that the organisation “holds in trust for society” accessible for the general public, and creating a learning resource for children and adults, both in terms of formal and informal education.”

This is embodied in the mission statement

“Encourage lifelong learning through displays, activities and events.

-Become better known, more accessible and efficient.

-Represent the ethnic diversity of Crawley and district.

-Record, research and conserve the long and continuing history of Crawley and surrounding areas.”

Holds as its values:

-accessibility

-celebrating cultural diversity

-innovation and creativity

-encouraging curiosity and thinking

- 1.2 – CMCI0s’ aim is to engage people of all ages and backgrounds with stories of Crawley and its people. In the Museum and beyond its walls, our learning experiences will be relevant, inspiring and memorable provoking deeper understanding and dialogue.

- 1.3 - This plan supports the vision, mission statement, values, and vision for learning of CMCI0.

2. Definition of Access

- 2.1 - CMCI0 recognises access as something which is made possible when physical, sensory, cultural, social, financial, attitudinal and intellectual barriers to enjoying the museums and engaging with their collections are removed, reduced or overcome.

3. Context

- 3.1 - CMCI0 is responsible for two Museums: Crawley Museum and Ifield Watermill. It also carries out Outreach Activities. This Access Plan relates to both of our Museums as well as our Outreach Activities.

- 3.2 - CMCI0 has two paid members of staff – a Curator and a LLO, both of whom are based at the Museum. There are also approximately 40 active volunteers. It also has an elected Board which is responsible for the management of the Museums. Ongoing accessibility training is offered to trustees, staff and our volunteers.

3.3 - The focus of the museums' collections is the continuing history of Crawley and the people who live here and the surrounding area. We provide varied means of access to the collections including permanent galleries, temporary exhibitions, events, education sessions and outreach.

3.4 - The permanent galleries at the Museum tell the history of Crawley from prehistoric times to the modern day. The permanent displays at the Mill tell the story of the watermill, as well as of the local area.

3.5 – The Museum has a temporary exhibition space. The exhibition changes every two months. The Museum works with members of the local community on the exhibition programme, and many of the exhibitions are co-curated with local groups.

3.6 - Events which take place at the Museum include those organised by the museum, as well as those organised by local groups who hire the museum's facilities.

3.7 – The Museums have an educational range of sessions for schools on offer. The Museum also offers adult learning opportunities, including talks organised by CMCIO.

3.8 - CMCIO provides an Outreach service. This includes giving talks to groups, as well as Outreach sessions to schools. We also run a reminiscence box loan service. We also attend and run stands at community events run by other organisations, which includes CBC.

3.9 - We acknowledge that accessibility plays a key role in encouraging visitors to come to the museums. This plan therefore needs to be read in conjunction with the Audience Development Plan.

3.10 - This plan reflects the Aims and Objectives of the 2022-2026 Business Plan, especially Strategic Aim 3: Create a museum service valued by the residents of Crawley and other stakeholders and Strategic Aim 4: Provide education services to fulfil the need of lifelong learning in the community.

3.11 - In the creation of this Access Plan we have consulted with a range of groups and individuals with personal experience of access issues. These have included TAG, the Macular Society, the Alzheimer's Society, Autism Support Crawley, Diverse Crawley, LGBTQ+ and the Crawley Interfaith Network. This consultation reflects the central role of community in the work of CMCIO.

3.12 - This plan sets out how we will maintain and improve access to our sites and collections in the following 8 areas, as set out in our Access Policy:

- Physical access
- Sensory access
- Cultural access
- Social access
- Financial access
- Attitudinal access
- Intellectual access
- Accessibility of Information

3.13 - CMCIO recognise that these areas overlap and intertwine, as do people's accessibility requirements. Setting them out as separate categories is however useful for analytical purposes and for the setting of goals.

4. Physical access - CMCIO will maintain buildings and facilities that are as physically accessible as possible, making improvements as required.

4.1 - Crawley Museum

a) Current Situation

The Museum is a two storey building that is fully physically accessible to visitors. Features include level entrance to the museum with automatic doors, wide interior doors, mainly level access throughout (there are a couple of gentle slopes with handrails), standard lift to first floor and a basic manual wheelchair available for visitor use. Seating is available throughout the building and there is an accessible toilet on ground floor. An outer handrail is available on the stairs for those visitors who need this facility. There are three toilets available, one being an accessibility toilet. Refreshments are available from vending machine located in the reception area.

The nearest Changing Places toilet is at County Mall Shopping Centre.

For those visiting with young children there are baby changing facilities and buggy parking areas.

Car parking is available with 15 bays, two of which are designated as disabled bays. There is level access from the car park to the Museum building.

Ensure that access requirements are requested on any event booking form.

Full collection of reference materials is located behind the scenes. This area is not fully physically accessible due to two steps. Therefore, we get these items out on request for any visitors.

b) – Future Actions

- Ensure that galleries and other public areas remain accessible and will check space for wheelchair access on regular basis.
- Consider wheelchair access when making any changes to the displays in the permanent galleries, or the layout of any other rooms, including the courtyard.
- Ensure that all temporary exhibitions are laid out to be physically accessible. We will also ensure that any groups setting up or co-curating exhibitions are aware of this at the exhibition planning stage.
- Ask TAG to reassess accessibility and will respond to their feedback.
- To make visitors aware of the availability of reference material on request.

4.2 - Ifield Watermill

a) Current Situation

The Mill is a four-storey structure with staircases which are all equipped with stairlifts. It is therefore accessible to those who can use stairlifts. The nature of the building means that the installation of a lift is not feasible. Access is via the front entrance, to which a mobile accessibility ramp can be provided. Hand grips are also available at the main entrance door.

There is a toilet adjoined to the main building, which has accessibility access.

There are some seats available.

Car parking is available a short walk away at the road entrance to the Mill.

b) Future Actions

- Investigate ways of providing information about upper floors for people who cannot physically access these.
- Invite TAG to visit the site and give feedback.
- Ensure that the stairlifts are maintained and serviced annually.
- Maintain clear routes around the galleries.
- Provide refreshment.

4.3 - Outreach Activities

a) Current Situation

Ensure that all Outreach sessions take place in physically accessible locations. When sessions are pre-bookable we check the access requirements of participants in advance.

b) Future Actions

- Continue to check physical accessibility of venues and access requirements for any outreach activity.

5. Sensory Access

Enable people with impaired vision, hearing or other circumstances which affect their senses (such as autism) to enjoy the museum collections by using a variety of methods to exhibit and interpret our collections.

5.1 – Crawley Museum

a) Current Situation

Exhibitions and education sessions are designed to cater for a range of sensory needs and learning styles.

Most exhibition, signage and transcript text is in at least 16pt non-curly font with strong colour contrast. The headings on the text panels in the permanent galleries are in black on a white background.

All laminated signs are matt.

Coloured overlays are available for visitors to use.

Guided tours are available for visitors with visual impairments – these ideally need to be arranged in advance. Many exhibition objects are on open display and can be touched. Handling boxes are available on request. All audios are push-button operated. Transcripts of audio material are provided in the galleries. A quiet space is available on request.

Volunteers are able to transcribe visitors' comments into comment books for them.

When group visits (including school visits) are booked we check the access requirements of participants in advance and can adapt the sessions accordingly.

A water bowl is available for assistance dogs, and the staff and volunteers can give visitors directions to the nearest area where dogs can be exercised off lead (West Green Playing Field)

CMCIO have been provided with feedback from SEND children and their carers on how to make the museum more accessible for them and have acted on this feedback, adding features such as beanbags, feet to show the museum route, and more sensory elements to the permanent galleries.

The reference materials available for visitors to consult include printed books as well as folders of information created by volunteers. Not all of these are in 16pt non-curly font.

Volunteers have been provided with training on accessibility issues, including Welcoming All Customers.

b) Future Actions

- Ensure that all exhibition font is in at least 16pt non curly font.
- Work on improving the font of the printed information in the reference folders by reformatting the text and if necessary, providing clearly written copies of any photocopied material such as newspaper articles. Any plastic pockets in folders will be matt rather than gloss.
- Any printed information in the galleries (such as audio transcripts) will be designed so that the pages stay open without having to be held open.

- Consider how to add more audio elements to the museum, while recognising that audio elements need to be designed to be operated through choice, rather than playing automatically, which can impair the museum, experience for some visitors.
- Add more tactile elements to the permanent galleries
- Ensure that temporary exhibitions include elements that appeal to a range of senses.
- Offer Dementia Friends training to staff and volunteers.
- Offer accessibility training to all volunteers on a regular basis.
- Work with groups such as TAG, the Macular Society, the Alzheimer's Society, Dementia UK, LGBTQ+ and Autism Support Crawley to gain feedback about the museum experiences we provide and how to improve this, and as a source of advice and training for museum trustees, staff and volunteers. We will also ask volunteers with sensory impairments for their feedback and ideas.
- Look into purchasing sensory toys to sell in the museum shop.
- Make our volunteers aware of the nearest place that assistance dogs can be exercised off lead.
- Ensure that our volunteers are aware of the procedure if someone requests a quiet space.
- To look into members of staff and volunteers taking BSL courses.

5.2 - Ifield Watermill

a) Current Situation

Many of the smaller items are on open display and visitors are encouraged to touch them and to use the small hand quern (caution to be taken as this is a heavy object) to grind corn, under supervision. There is some written and illustrated labelling, not all of which is 16pt non-curly font. There is a volunteer on each floor of the mill who can give verbal information to visitors. There is also an area with seating where people can watch captioned films on milling and the history of the Mill itself, this located on the fourth floor level. The text panels situated around the Mill are clear and easy to read.

b) Future Actions

- Work towards ensuring that all exhibition text is at least 16pt non-curly font and that any signage is matt laminated.
- Any printed information in the galleries (such as audio transcripts) will be designed so that the pages stay open without having to be held open.
- Consider how to add more audio elements to the Mill, while recognising that audio elements need to be designed to be operated through choice, rather than playing automatically, which can impair the museum, experience for some visitors.
- Add more tactile elements to the displays.
- Offer accessibility training to all volunteers on a regular basis.
- Work with groups such as TAG, the Macular Society, the Alzheimer's Society and Autism Support Crawley to gain feedback about the museum experiences we provide and how to improve this, and as a source of advice and training for museum trustees, staff and volunteers.
- Also ask our volunteers with sensory impairments for their feedback and ideas.

5.3 - Outreach Activities

a) Current Situation

When sessions are pre bookable we check the access requirements of participants in advance. We design the sessions to allow for a range of sensory requirements and learning styles, ensuring that we include handling objects and visual material such as photographs rather than just relying on verbal presentations. We ensure that all handouts are available in 16pt non-curly font and if laminated are laminated in matt.

The Museum provides targeted trails and craft activities to the booked sessions to ensure we cater for the diverse learning styles.

b) Future Actions

- Ensure that we continue to check accessibility requirements for participants. If sessions have not been pre booked, we will verbally check at the start of any session.
- Accessibility training will be offered to all our volunteers who help with outreach sessions.

6. Cultural access

Consider the needs of people for whom English is an additional language, as well as those whose background knowledge of English history and culture may be limited. We will take this into account in both our customer service and our methods of interpreting the collections for visitors.

6.1 - Crawley Museum

a) Current Situation

Working with Diverse Crawley, the Rivers Learning Project and Refugees Welcome Crawley to gain feedback on the museum experience and how this can be enhanced for visitors whose knowledge of the English language, history and culture is limited.

Working with the Rivers Learning Project, Refugees Welcome Crawley and LPK Learning on activities and group visits for people with English as an additional language and whose knowledge of English history and culture is limited.

The museum guide, other than English has also been translated in Czech, French, German, Hungarian, Polish, Portuguese, Romanian, Spanish and Tagalog. As there are more than 90 languages spoken, this is an ongoing process. Due to financial constraints, the translations are being done by volunteers. Where possible, these are native speakers of the languages concerned.

The Museum guide also gives explanations of the historical time periods referred to in the museum (Victorian, Tudor, Medieval, Prehistoric), as the text panels in the museum do not provide this.

Our volunteers are predominantly white, although some of them are originally from countries other than Britain and speak English as an additional language.

Our volunteers are able to adapt their verbal communication style to accommodate the needs of those visitors whose understanding of spoken English is limited.

Our temporary exhibition programme reflects the range of cultures found in Crawley.

b) Future Actions

- As discussed in our Audience Development Plan, we will undertake research into how to widen the cultural diversity of our visitors.
- Include cultural awareness training as part of our staff and volunteer training.
- Seek to expand the cultural diversity of our volunteer team.
- In our exhibition interpretation we will provide visitors with background historical and cultural information as appropriate
- Use the links made through our outreach work to encourage visitors from a range of cultural backgrounds to visit the Museum.
- Continue to translate the Museum guide.
- Carry out an audit of the languages spoken by staff and volunteers so that we can draw on this a resource.
- As part of our collections review, we will consider the extent to which our collection is representative of the town's diversity.
- Work towards ensuring that cultural diversity is reflected throughout our permanent galleries rather than being an add on.
- Carry out contemporary collecting, encouraging donations which reflect the cultural diversity of Crawley.

6.2 - Ifield Watermill

a) Current Situation

Our mill volunteers are predominantly white, although some of them are originally from countries other than Britain and speak English as an additional language.

The volunteers are able to adapt their verbal communication style to accommodate the needs of those visitors whose understanding of spoken English is limited.

Some of the interpretation in the exhibitions assumes background knowledge of English history.

However, there is a volunteer in each room who can provide a verbal explanation if needed.

b) Future Actions

- As discussed in our Audience Development Plan, we will undertake research into how to widen the cultural diversity of our visitors.
- Work towards ensuring that cultural diversity is reflected throughout the Mill exhibition.
- Include cultural awareness training as part of our staff and volunteer training.
- Seek to expand the cultural diversity of our volunteer team.
- Carry out an audit of the languages spoken by staff and volunteers so that we can draw on this a resource.
- Provide a simple English guide to the Mill.
- Use the links made through our outreach work to encourage visitors from a range of cultural backgrounds to visit the museum.

6.3 - Outreach Activities

a) Current Situation

Attend a range of Outreach events organised by organisations such as Diverse Crawley and CBC in order to make people of a range of cultural backgrounds aware of the Museum and to encourage them to visit.

b) Future Actions

- As discussed in our Audience Development Plan, we will undertake research into how to widen the cultural diversity of our visitors.
- Identify and work with groups outside the Museum in order to overcome threshold fear.
- Seek advice from CBC and groups with whom we already have links (such as Diverse Crawley and the Interfaith Forum) about which groups to approach and how best to do this.

7. Social access - Enable visitors of all social classes to feel welcomed and represented in our museums. We will take this into account in our customer service and our methods of interpreting the collections for visitors, both within the museums and in outreach activities.

7.1 - Crawley Museum

a) Current Situation

Our volunteers are welcoming to visitors of all social classes. Our visitors appear to represent all social classes, although possibly with the exception of those who are currently experiencing homelessness.

All classes are represented in our exhibitions.

b) Future Actions

- Look into working with Crawley Open House to provide outreach sessions for those currently experiencing homeless, in order to help them see the Museum as a place which they can visit.

7.2 - Ifield Watermill

a) Current Situation

Our volunteers are welcoming to visitors of all social classes. Our visitors appear to represent all social classes, although possibly with the exception of those who are currently experiencing homelessness.

All classes are represented in our exhibitions.

b) Future Actions

- Look into working with Crawley Open House to provide outreach sessions for those currently experiencing homeless, in order to help them see the Mill as a place which they can visit.

7.3 – Outreach Activities

a) Current Situation

Outreach activities reach people of all social classes.

b) Future Actions

- Look into working with Crawley Open House to provide outreach sessions for those currently experiencing homeless, in order to help them see that the Museums are places which they can visit.

8. Financial access - Aim to keep our services free. There is no formal admission charge to the museums. Any additional events or service will be at an affordable level.

8.1 – Crawley Museum

a) Current Situation

Entrance to the Museum is free, but donations are welcome. Visitors who don't donate aren't treated any differently from those who do. We have a small box (on reception desk) and one large donations box situated in the reception area. There is a unique donation box just inside the Learning Space entrance. Donations can also be made via the Goodbox or SumUp card machines located on reception desk or via our website.

A museum shop is in the reception area, with access also via the museum website. Purchases at the Museum Shop can be made either in cash or via the SumUp card machine.

Children's activities in the Learning Space are free so that no one is excluded from participating on financial grounds.

The cost of education sessions from schools and other groups is currently £1.50 per child.

To maintain free access, we need to ensure funding streams from elsewhere. There may be the need in the future to charge an entrance fee for some special events to ensure survival of the Museum.

b) Future Actions

- Encourage donations by providing people with information about the museum being an independent museum.
- Encourage secondary spend via the Museum Shop.
- Apply for grants as appropriate.
- Look into sponsorship from local companies.
- Continue to market the Museum meeting room as available to hire. (Currently this being sub-let (with CBC approval) by Crawley Film Initiatives, so not available at this present time).

8.2 - Ifield Watermill

a) Current Situation

Entrance to the Mill is free, but donations are welcome. Visitors who do not donate aren't treated any differently from those that do. There is a donations box in the entrance area as well as a small shop (located on the ground floor). Donations and purchases from the shop can also be made via the Goodbox or SumUp card machines. Donations can also be made via our website.

The cost of education sessions from schools and other groups is currently £1.50 per child.

To maintain free access, we need to ensure funding streams from elsewhere.

b) Future Actions

- Encourage donations by providing people with information about the watermill being an independent museum.
- Encourage secondary spend via the watermill shop.
- Apply for grants as appropriate.
- Look into sponsorship from local companies.
- Look into providing a shop facility on our website.

8.3 - Outreach Activities

a) Current Situation

Do not charge for our attendance at community events.

The cost of an outreach school session is £45.00/per class of 30 x children.

There is sometimes a charge for giving talks to local groups (£30.00 per session) or sometimes provide this for free or for a donation, depending on the financial circumstances of the group and whether they are planning to follow up the Outreach session with a visit to the Museums.

b) Future Actions

- Continue to assess whether or not to charge for giving talks to local groups on a case by case basis but will ensure that we discuss this with the groups rather than allowing them to assume that the sessions are free.

9. Attitudinal access – Ensure that all staff and volunteers have inclusive attitudes towards each other and visitors to the museum. We will create an inclusive atmosphere which will impact positively upon the attitudes of visitors towards the museums.

9.1 - Crawley Museum

a) Current Situation

The Museum demonstrates its inclusive attitudes through all of its work and interactions with visitors.

People of all ages are welcome in the Museum, although young children need to be accompanied by an adult.

Children are welcome in all public areas of the museum, and we ensure that child appropriate activities are part of the permanent galleries and temporary exhibitions, as well as in the Learning Space. There is a buggy park, and people are welcome to eat packed lunches in the courtyard area. We are signed up to Kids in Museums and a copy of their manifesto is displayed for volunteers.

b) Future Actions

- Work with the Alzheimer's Society to provide volunteers with Dementia Friends training.
- Look into providing volunteer training on mental health issues.
- Encourage teenagers to become volunteers at the Museum, possibly on a short term basis in order to fit in with other commitments.
- Encourage teenage work experience placements.
- Our volunteers to receive Welcoming All Customers training.
- Training in how our volunteers interact with teenage visitors, visitors who display behaviours associated with mental health issues.

9.2 - Ifield Watermill

a) Current Situation

The Mill demonstrates its inclusive attitudes through all of its work and interactions with visitors.

Visitors of all ages are welcome in the Mill, although young children need to be accompanied by an adult.

b) Future Actions

- Work with the Alzheimer's Society to provide volunteers with Dementia Friends training.
- Look into providing volunteer training on mental health issues.
- Encourage teenagers to become volunteers at the Mill, possibly on a short-term basis in order to fit in with other commitments.

9.3 - Outreach Activities

a) Current Situation

Outreach activities demonstrate our commitment to working with people of all ages and social backgrounds.

b) Future Actions

- Work with the Alzheimer's Society to provide volunteers with Dementia Friends training.
- Look into providing volunteer training on mental health issues.
- Encourage teenagers to become volunteers, possibly on a short-term basis in order to fit in with other commitments.
- Encourage teenage work experience placements.

10. Intellectual access - We provide information and interpretation in a range of ways so as to meet the differing intellectual needs of visitors.

10.1 – Crawley Museum

a) Current Situation

Our volunteers are able to adapt their verbal communication style to accommodate the varying intellectual needs of visitors.

Education sessions are designed to meet the needs of differing age groups and levels of understanding and can be adapted as required to accommodate different needs.

The text in the permanent galleries and temporary exhibitions is designed to be relatively easy to understand. We appreciate however that some visitors want to know more details, and these are provided in the form of reference books and folders.

The Museum Guide is written in simple English. We also have a Crawley Museum booklet produced by Thumbs Up World which is designed to meet the needs of children with autism.

b) Future Actions

- Work with the Alzheimer's Society to provide volunteers with dementia friends training.
- Work with local groups and individuals to acquire feedback on our provision for visitors with learning disabilities.

10.2 - Ifield Watermill

a) Current Situation

Our volunteers are able to adapt their verbal communication style to accommodate the varying intellectual needs of visitors.

b) Future Actions

- Look into producing a guide to the Mill in simple English.
- Work with the Alzheimer's Society to provide volunteers with dementia friends training.
- Work with local groups and individuals to acquire feedback on our provision for visitors with learning disabilities.

10.3 - Outreach Activities

a) Current Situation

Our volunteers are able to adapt their verbal communication style to accommodate the varying intellectual needs of people at outreach sessions and community events.

Outreach sessions are designed to meet the needs of differing age groups and levels of understanding and can be adapted as required to accommodate different needs.

b) Future Actions

- Ensure that the Crawley Museum publicity leaflet is in relatively simple English.
- Ensure that any text on display boards used at community events is not overly complicated.

11. Accessibility of Information - In order to ensure our services are available to everyone we will provide information in alternative formats and languages on request. We will maintain a website that is fully accessible in accordance with current best practice and guidelines.

11.1 – Information about Collections

a) Current Situation

Are committed to increasing access to collections which are not on display, by responding to requests to see material and through written or verbal responses to enquiries.

Full collection of reference materials is located behind the scenes. This area is not fully physically accessible due to two steps. We get these items out on request for any visitors.

Basic information about our collection is available on our website. We also sometimes highlight objects from our collection on social media but need to do so more regularly.

b) Future Actions

- Make visitors aware of the availability of reference material on request.
- Highlight objects and other material from our collection on social media on a more regular basis. For example, we will have an object of the month on Instagram, Twitter and Facebook.

11.2 – Information about the Museums

a) Current Situation

Information about the Museums is provided via flyers, publicity leaflets, our website) and social media, as well as through marketing activities such as press releases and paid adverts. We also provide verbal information, both on site and at events in the community.

There is basic information on physical and sensory accessibility on our website.

b) Future Actions

- Include more detailed information on accessibility on our website
- Ensure that the Museum's publicity leaflet is in relatively simple English.

11.3 - Printed Information

a) Current Situation

Printed material about the Museums includes flyers about the Mill, publicity leaflets about the Museum, a map of the Museum for visitors, and a Museum Guide. The Museum Guide is printed in 16pt non-curl font. It is written in simple English and is available in a range of languages. We also have a Museum booklet produced by Thumbs Up World which is designed to meet the needs of children with autism.

b) Future Actions

- Continue to translate the Museum Guide.
- Look into producing a guide to the watermill in simple English.

11.4 - Alternative formats

a) Current Situation

Information about the Museum and Mill and their collections are available verbally as well as in writing.

b) Future Actions

- Produce a video about the Museum that will be put on the website via YouTube and shared via social media. This will include a walk around the museum and will be captioned.
- Look into producing a similar video about the watermill.

11.5 - Social Media

a) Current Situation

We have Facebook, Twitter and Instagram accounts.

b) Future Actions

- Ensure that we caption all images used on social media.
- Ensure that we keep the English relatively simple.
- Refer to the museum collections more frequently by having an object of the month.

11.6 - Website

a) Current Situation

The website is designed to meet current accessibility standards.

b) Future Actions

- Add the Access Policy to the website
- Produce videos of Crawley Museum and Ifield Watermill and add these to the website.
- Use the website to highlight aspects of our collections.

12. Addressing Access Issues - Consult with users, and non-users, to ensure that future developments to the Museums meet their needs and address any barriers to access and participation.

a) Current Situation

We consult with a range of groups and individuals in order to improve the accessibility of the Museums. Over past years we have informally consulted with a number of groups including: TAG, the Macular Society, Alzheimer's Society, Dementia UK, Diverse Crawley, Interfaith Network, Refugees Welcome, Rivers Group and Autism Support. We have also spoken with volunteers who have access requirements including limited mobility, hearing impairment and mental health issues.

b) Future Actions

- Continue to consult with groups and individuals.
- Ensure that accessibility is a central aspect of our Audience Development Plan.
- Look into creating a more formal Access Group in order to ensure sustainability.

This Policy Document can be amended as and when required, with a review of every 5 years.

Approved by the Board of Trustees of Crawley Museums	
Chair's signature:	
Name:	Paul Castle
Date:	
Date of next review:	March 2029