



Museum Access Policy & Plan

January 2023.

Revision Date January 2025

Access Policy

The Bradford Police Museum is committed to ensuring that all people and sectors of the community have a fundamental right to engage with, use and enjoy the collections and services provided by the museum. The museum board of trustees is also committed to increasing public access to the museum, the collections and increasing knowledge and understanding of the history of law enforcement as part of the district's cultural heritage.

The museum will ensure sustainable access to collections making sure the long term care of collection items will be managed in accordance with the outcomes of a collections care policy. We will provide welcoming volunteers and varied learning opportunities for different audiences, different levels of ability and tailor our programmes to meet the needs of specific groups. We will promote all our activities and collections using accessible means of communication.

The museum will adhere to all appropriate statutes of law, including specifically in relation to access, but not exclusively the Equality Act 2010, Freedom of Information Act 2000, Data Protection Act 1998 and the Disability Discrimination Act 2005.

We define access as something that is made possible when physical, cultural, social, sensory, intellectual, financial, emotional and attitudinal barriers are removed or reduced.

To eliminate and reduce barriers and ensure equality of access the museum will consider the following aspects of accessibility to our services and collections:

- **Physical:** The museum is located in City Hall, Bradford, owned by Bradford Council and is in a Grade 1 listed building which presents certain physical access restrictions that cannot be totally removed or fully mitigated. Nevertheless, the museum will do all it can within these limitations to enable people with physical disabilities, the elderly and those caring for young people to reach and appreciate every part of the service and its collections.
- **Sensory:** To endeavor to provide a wide range of different sensory experiences.
- **Intellectual:** We acknowledge that people have different learning styles and we will endeavor to meet different learning styles by adopting clear interpretive guidance.
- **Cultural:** We acknowledge and recognise cultural differences and seek to appeal to varied audience interpreting our heritage across all audiences.

- **Emotional / Attitudinal:** to ensure that all visitors feel welcomed and valued.
- **Financial:** Whilst we charge for visitor entrance, we will aim to minimise financial barriers to visitors wherever possible. We also ensure the museum is properly resourced ensuring its financial sustainability.

Access Plan

We will deliver this policy in a number of ways including, but not limited to:

Physical

Access to the main museum gallery has wheelchair access. Access to other parts of the museum, in particular some cells and the court is prohibitive for wheelchair users and push chairs.

Despite these restrictions our volunteers will do everything possible to enable people with physical disabilities, the elderly and those caring for young people to reach and appreciate every part of the museum. Additionally, the museum has installed a TV screen and DVD showing visitors inaccessible parts of the museum tour with commentary. Additionally, the museum has a YouTube Channel which shows these areas in a number of professional and entertaining videos.

There are no toilets or public refreshment facilities within the museum complex. The museum landlord, Bradford Council is aware of this issue and has longer term plans to provide these facilities.

The museum does not yet have the funds to install a hearing aid loop for people with hearing difficulties, although this is an ambition when funding is available.

The museum complies with strict conditions imposed by the council through a licensing agreement and a service level agreement. The museum complies with all the council health and safety requirements. A number of the volunteers are First Aid and Fire Marshall trained ensuring the safety and comfort of all visitors to the museum.

The historic police vehicle fleet is stored at the Keighley Bus Museum and only accessible to the public on the Bus Museum's open days and by appointment. To overcome this restriction, the museum:

- Will have volunteers available during the bus museum's monthly open days.
- Displays parts of the fleet at classic car events and other public events in the district.

Sensory

The museum has introduced and adapted some static exhibits to provide sound and visual sensory experiences for all age groups. The museum has ensured that some of the historic vehicle fleet have working lights, horns and bells.

Sound effects are also played during the cell tours.

The museum has a dressing up box of Victorian uniforms for adults and children.

Intellectual

The museum was created under the guidance of Natalie Baines a history degree graduate. In 2017 the museum had the benefit of a professional well respected museum curator, Esther Graham. The curatorial team are all Modes trained. The museum has a mentor from the Ripon Museum Trust.

Cell & Court Tours

A team of trained tour guides accompany visitors explaining the history and context of the experience to visitors. The guides are adept at tailoring their talks to the needs of the visitor as evidenced by visitor feedback collected in the visitor survey.

Gallery

Artefacts and information boards are designed to provide the appropriate information to visitors. Tour guides are on hand to develop further learning if required.

School Visits.

The museum has tailored a school visit tour aimed to schoolchildren. Developed with a former Headteacher, the tour complements the current educational curriculum. This is reflected in the museum schools' package which indicates how our offer meets the national curriculum. A museum tour has been created specifically for children and young visitors.

Ghost Tours

Designed to appeal to an audience that may not otherwise visit the museum, the tour has been designed by psychic researchers to present evidence of supernatural and psychic events in the museum.

Cultural

The museum acknowledges and recognises cultural differences and seeks to appeal and reach out to minority communities through our programmes and exhibitions. We have undertaken,

- A number of our volunteers are from visible minority ethnic groups and multi-lingual.

- During the 2017/18 season an Esmee Fairburn Project provided a programme of outreach work to minority communities across the district.
- This has continued in 2019/20 with events co-hosted by the Kala Sangam Centre in Bradford - designed to reach minority community groups.
- In late 2019 the board recruited more board members which bring the membership of BME representatives to 50/50
- A gallery display recognising the first Asian police officer was installed in 2017.
- A new exhibition, to be launched in April 2023, 'Diversity & Policing - A Shared History' tells the story of police community relations over the last 50 years.
- The museum partners with the Bradford Race Equality Network.

Emotional/Attitudinal

The museum volunteers, particularly those working front of house, entrance desk, shop and the tour guides have been selected and trained to ensure they are able to provide the appropriate level of welcome and support to visitors.

New volunteers are trained and mentored by senior volunteers.

The museum operates appropriate complaint and discipline procedures to deal with inappropriate behavior.

The museum encourages visitors to complete a visitor feedback questionnaire. Although voluntary the results are audited. Additionally, the museum monitors feedback on social media, through its own Facebook, Twitter and TripAdvisor accounts. The museum has been awarded the TripAdvisor visitor Certificate of Excellence in 2018, 2019 & 2022.

Financial

The museum recognises that in order to be sustainable and continue to care for and exhibit the collection for the benefit of visitors and the shared heritage of the district, the museum needs to ensure we are financially secure. The museum has robust financial plans that set out annual committed expenditure and projected income. It also plans for potential opportunity spending needs if further funds become available.

The museum recognises that entrance donations, if too high, can be a financial barrier to entry for some in the community and as such has sought to benchmark entrance donations with similar museums in the region **striking the balance between ensure our financial viability whilst keeping visitor entrance fees to a minimum.**

The museum is primarily funded through visitor entrance donations.

- Visitor donations on entry.
- Organised group tour donations.
- Donations for school visits.
- Donations for attendees on the organised ghost tours.
- Profits from sale of merchandise in the museum shop.
- Other voluntary donations.

The museum offers a concession for OAPs and family groups. Prices for school visits have been maintained at the 2014 level recognising the hardships on school budgets.

In 2020 the museum shop expanded to increase potential revenue from sales of museum merchandise.

The museum has a volunteer treasurer (a qualified accountant) who manages weekly accounts. The annual accounts are independently audited by a chartered accountancy company.

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