

Accessibility Guide for The Museum of Cannock Chase

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Contact for accessibility enquiries: Hannah Dutton, Visitor Services Officer

Welcome

Located on the site of the former Valley Colliery, which later became the mining training centre for the Cannock Chase Coalfield, the museum is the gateway to the Hednesford Hills Nature Reserve and the ideal starting point for a visit to Cannock Chase, a designated Area of Outstanding Natural Beauty.

Whether you are interested in local coal mining, want a hands-on experience of the history of toys or fancy reminiscing about Granny's front room, we've got something for everyone.

We are accessible for wheelchair users and can cater for anyone with other specific access requirements.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

At a Glance

Slope Access

- There is slope access from the main entrance to:
 - Reception
 - Local History Gallery
 - Temporary Exhibition Gallery
 - Conference Room
 - Gift Shop
 - Coffee Shop
 - Ticketing area
 - Unisex Accessible Toilet
- Please note, there is a 3.8cm/ 1.5 inch kerb between parking and the main entrance.

Hearing

- We have a hearing loop in the reception and gift shop, conference room and outbuildings at the museum.
- Some staff have disability awareness training and basic BSL training.
- Some audio interpretation has subtitles and/or written versions.

Visual

- Some parts of the venue have low lighting.
- Most display information is in large font.

- Some display information is available in audio.
- Some signage is available in braille.

General

- Some staff have disability awareness training.

Getting here

Valley Road,
Hednesford,
Staffordshire,
WS12 1TD.

Travel by public transport

- You can get to Museum of Cannock Chase car, bus and train.
- The nearest bus station is on Victoria Street. The bus stop is 0.6 miles / 1 km from the museum.
- The nearest train station is Hednesford Station. The train station is 0.8 miles / 1.3 km from the museum.

Travel by taxi

- You can get a taxi with local taxi companies:
Terry's Taxis: 01543 425423
TV Taxis: 01543 503503
- Both taxi companies listed have a wheelchair accessible vehicle. Accessible taxis should be booked in advance.

Parking

- There are two blue badge holder parking bays located across the road from the main entrance. There is a slope to the entrance.
- General parking is located at the rear of the museum. This is located further away than the blue badge holder bays.
- There is a 3.8cm/ 1.5 inch kerb between parking and the main entrance.
- The surface of the parking bays to the entrance of the attraction is a mix of tarmac, paving stones and gravel.



Arrival

Path to main entrance

- From both car parks the street to the main entrance, there is level access apart from a 3.8cm/ 1.5 inch kerb.
- The path is 106cm wide. The pedestrianised road leading to the front door offers wider access.
- Both paths are sloped.



Main entrance

- The main entrance has level access using a slope with hand rail.
- The door is 174cm wide.
- The main door is sliding and automatic.
- Once inside, the floor is not sloped. The floor is a mix of vinyl and carpet.
- There is a lowered section of the welcome desk.



Getting around inside

Visual Impairment - General Information

- Most areas of the museum are lit well.
- Some parts of the museum have low lighting.
- Some signs are available in braille.
- Interpretation boards are all in large text and have pictorial representation where applicable.
- There are numerous 'touch' activities located throughout the museum.

Lift

- We have 1 lift.
- This allows access to the entire museum.
- The lift door is 85cm wide.
- The lift is 82cm wide. The lift is 126cm deep.
- The lift requires a sustained button press to move. It is also equipped with an alarm button which is checked daily.
- The lift provides access to all floors (ground floor and floor 1). The flooring in the lift is PVC non-slip material.
- Please ask staff for assistance in using the lift.



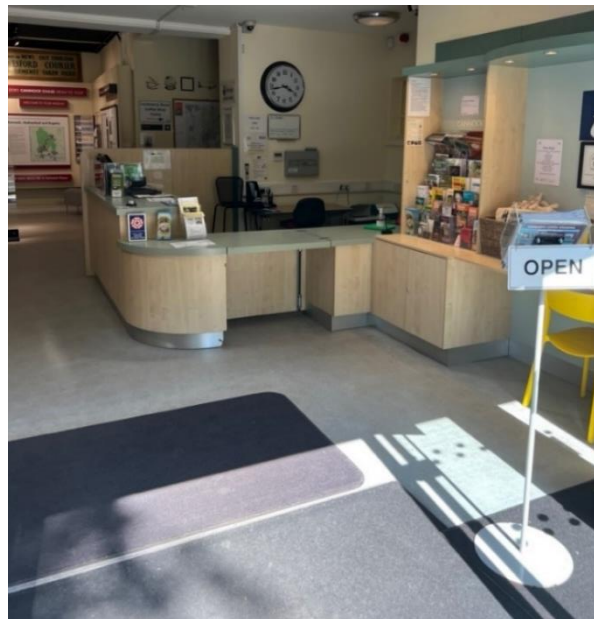
Stair Lift

- The stair lift's seat is 45cm wide.
- Please ask staff for assistance in using the stair lift.



Welcome Desk

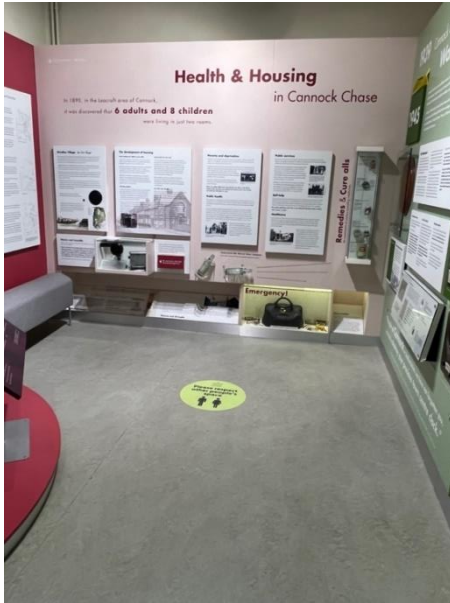
- From the main entrance to the desk, there is level access. The route is at least 130cm wide, or more.
- The desk has a low section.
- Other than on event days, all admission is free.
- The area is well and evenly lit by ceiling lights.
- There is a hearing loop at the welcome desk. If required, assistance can be given through the use of illustrated guides to the museum or pens and paper.



Things to See and Do

The Local History Gallery (Ground Floor)

- From the main entrance to this area, there is level access with vinyl flooring.
- From the main entrance to this area, the route is 105cm wide, or more.
- This room is well lit.
- Some display information is low, for wheelchair users.
- There are interactive displays at generally 86cm or lower.
- Most displays are in large font.
- Some interpretation is provided in audio format.



The Conference Room (Ground Floor)

- From the main entrance to this area, there is level access.
- From the main entrance to this area, the route is 130cm wide, or more.
- The door to this room is 80cm wide.
- The flooring in this room is carpet.
- This room is well lit.
- Most displays are in large font.
- There is a hearing loop in this room.



The Temporary Exhibition Gallery (Ground Floor)

- From the main entrance to this area, there is level access. There are seats in this area.
- This room is well lit.
- The flooring in this room is vinyl.
- The door to this room is 80cm wide.



The Toy Gallery (First Floor)

- From the main entrance to this area, there is level access with the use of the lift. Some display information is low, for wheelchair users.
- The floor is flat and carpeted.
- The room is more dimly lit to aid preservation but spotlights are in each case.
- Written gallery guides with object interpretation are available in this room.
- Some articles are held in glass cabinets (most are upright). Some of these are vertical and may not be visible if the eye line is below 115cm.



The Toy Room (First Floor)

- From the main entrance to this area, there is level access using the lift.
- The door to enter this area is 80cm wide.
- The room is brightly lit.
- There are seats in this area.
- The flooring is vinyl.
- This is an interactive room in which visitors are encouraged to play with the toys available.



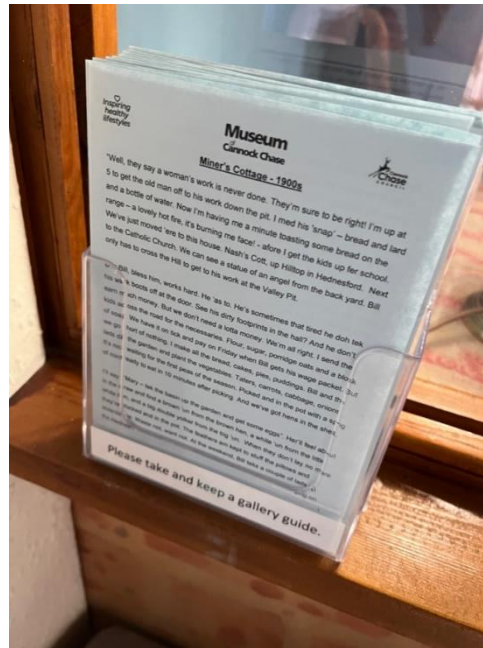
The 1940's Room (First Floor)

- From the main entrance to this area, there is level access using the lift.
- This room is generally locked unless on a booked tour.
- A glass door allows for vision into the room (80cm).
- There is a glass window standing 115cm from the ground.
- There are written gallery scripts available describing 1940s life and various objects in the room.
- The room is dimly lit.
- The floor is a mix of carpet and rug.
- Inside the room, paths are narrow.



The Miner's Cottage (First Floor)

- From the main entrance to this area, there is level access using the lift.
- This room is generally locked unless on a booked tour.
- A glass door (110cm) allows for vision into the room.
- There is a glass window standing 85cm from the ground.
- There are written gallery scripts available describing a miner's life and various objects in the room.
- The room is dimly lit.
- The floor is a mix of carpet and rug.
- Inside the room, paths are narrow.



The Mining Gallery (First Floor)

- From the main entrance to this area, there is level access using the lift.
- The entrance to this room is 147cm.
- There are seats in this area.
- The flooring in this room is carpet.
- There are audio and video displays in this room, all of which with timings presented.
- There are interactive sensory displays in this room standing 96cm from the floor or lower.
- Written interpretation is generally in large font.
- All paths are wide in the main part of this room. (Please see *Miner's Tunnel*)



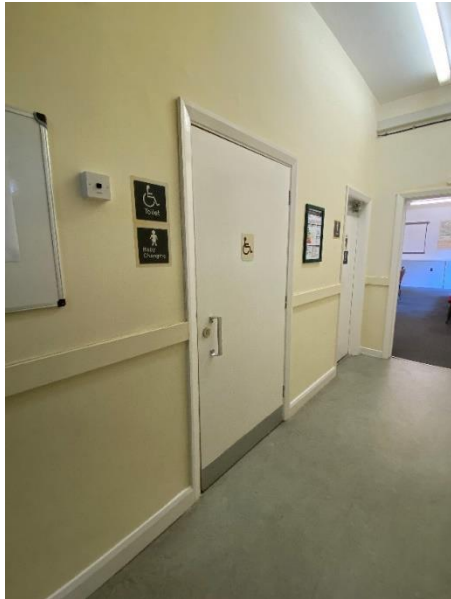
The Miner's Tunnel (First Floor)

- Located in the Mining Gallery, the Miner's Tunnel is an interactive mining experience containing a replica miner's shaft, coal face and tunnel.
- The tunnel has extremely restricted access, aimed at young children with dimensions of 70cm by 75cm. It is very dimly lit. The tunnel is easily bypassed.
- The miners' shaft entrance is 160cm wide. To access, the visitor must push past light plastic flaps. Once inside, lighting is very dim and an audio plays. The flooring is painted concrete.
- Upon exiting the miners' shaft, the visitor enters the coal face which holds mining objects on exhibition. This room is dimly lit but exhibition lights brighten the room. The narrowest part of this room is 140cm. The flooring is painted concrete.



Genderless Accessible Toilet (Ground Floor)

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access.
- The toilet door is 89cm wide.
- There is 96cm in front of the toilet. The toilet seat is 48cm high.
- The flooring is non-slip laminate.
- There is a pull cord alarm available in this toilet.
- There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet.



Gift Shop (Ground Floor)

- The gift shop is located in the main entrance of the museum.
- The route through the shop is 120cm wide, or more.
- The flooring within the shop is vinyl.
- Merchandise is displayed on shelves up to a height of 170cm. Our staff are available to assist customers who require unreachable merchandise.
- There is a low counter area.
- There is no background music.
- There is a hearing loop system is available at the till point.



Museum Coffee Shop: 'The Space by the Chase' (Ground Floor)

- There is level access from the main entrance through a route which is 130cm wide, or more.
- This area is well lit.
- There is no background music.
- We serve snacks and drinks suitable for vegetarian, vegan and gluten free (celiac) specific diets. Please contact us in advance with any dietary queries.
- We also provide soya milk for coffee and tea.
- There are tables and chairs to sit on and bar seats.
- The nearest accessible toilet is located beside the coffee shop.



Customer care support

Accessibility equipment

- We have a hearing loop in the welcome area and gift shop, conference room and some outbuildings.
- We welcome assistance dogs and a water bowl is provided daily for them.
- A wheelchair is available for free-of-charge hire upon request.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In the case of an evacuation, all customers inside the museum will be led to safety by a member of the team or by a member of the fire brigade.

Guide last updated: 20th July 2022