

Access Policy Statement

East Surrey Museum

This statement provides an overview of the Museum's policies regarding access to its collection. The Museum, itself and our commitment to equality.

1. Statement of general principles

The East Surrey Museum is committed to the widest possible access to the collection of artefacts representing the history of the geographical area known as East Surrey from earliest times to present day, which it houses, conserves and displays. The artefacts are held 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 everyone to enjoy and study the collection in as many ways as possible.

The Museum aims to comply with the required provisions of the Equality Act 2010. Progress is monitored by The Trustees of the Museum.

2. Access to the Museum

Physical access

The Museum seeks to provide all visitors with equal access to the building, making alternative provision where necessary, within the constraints of the Building.

The Museum has good public transport access, with both, bus stops and Caterham Railway station within close proximity to the main entrance. There is also a taxi rank in front of the Railway station. The Museum has a prominent entry/open sign which makes it very easy to identify the building. Steps with handrails lead to the entrance. There is also a shallow ramp a little way along Stafford road for those with mobility issues and is clearly signed.

For those who might require assistance with opening the main entrance door, a door bell is provided.

Once inside the main reception, every effort is made to welcome all visitors. The Stewards are more than happy to guide and answer questions. There is a ramp leading from the reception up into the Children's exhibition room, from here access is on the flat for the other 2 exhibition rooms. All areas of the Museum are well lit with LED lighting.

Learning about the Collection

The Museum encourages and enables the widest possible audience to study the collection. It seeks ways to improve and extend access to information and research. The Museum consults, specialist organisations, and other museums and galleries, on the best and most practical ways of improving intellectual access. The Museum makes every effort to ensure that its rotating exhibitions not only fulfil its main operational criteria to represent East Surrey, but tries to ensure its displays and exhibitions appeal to the widest possible audience, from diverse backgrounds, faiths and cultures.

Safety in the building

The Museum takes account of the needs of visitors and volunteers with accessibility requirements in all safety procedures. It is the policy of the Museum to enable all occupants of the building to be evacuated at the same time in an emergency.

The Museum stewards, are trained to provide help and assistance with any evacuation situation and they are all aware of the evacuation procedures to ensure the safety of all.

Information and signage

The Museum strives to provide information in forms that are accessible to all visitors and to cater for most needs. Signage is designed and situated to be as legible as possible. The Museum undertakes to review regularly its methods of communication and to adopt best practice in this area, in consultation with specialist organisations.

3. Volunteers and training

The Museum aims to ensure that its volunteer practices do not discriminate against people with health conditions or impairments, any ethnic group or faith, and maintains a system for monitoring and reviewing procedures. This is done annually by the Management committee and recorded in the minutes for that meeting.

Training is available to ensure a pleasant and enjoyable visitor experience and volunteer experience for all.

4. Minors

For the protection of both visiting minors and the museum's volunteers, the Museum requires all minors to be accompanied by a responsible adult. If this condition is not met the minors will be refused access.

Access Policy reviewed and updated February 2024.