

Berwick Museum & Art Gallery – Access guide 2023

Berwick Museum & Art Gallery

The Clock Block

Ravensdowne Barracks

Parade

Berwick upon Tweed

Northumberland

TD15 1DG

Tel: 01670 620 277

Building

- The Clock Block is located within a converted 18th century military barracks just off Berwick town centre. The King's Own Scottish Borderers Museum & English Heritage's "By Beat of Drum" exhibitions are situated elsewhere on site. The site itself is managed by English Heritage, which operates an admissions policy.

Planning your visit

- You can plan your journey by car or public transport using [Google Maps](#). Simply enter your postcode and ours, which is TD15 1DG to get directions.
- Berwick Museum & Art Gallery is located in Berwick town centre, within 10 minutes' walk of Berwick upon Tweed train station and buses to the town centre. To make your way to the museum from the nearest bus stop, get off at Golden Square and cross Marygate, walking towards the Scotsgate take a right turn into Walkergate. Parade is at the end of this street. The museum is situated across the Parade car park within Ravensdowne Barracks.
- The nearest railway station is Berwick upon Tweed, which is 10 minutes' walk from the museum. Turn right out of the station. Crossing over the main road, follow the A6105 down the hill and through the Scotsgate into Berwick town

centre. Turn left into Walkergate to reach Parade. Ravensdowne Barracks is across the Parade car park, and directly opposite Holy Trinity Church.

- Taxis are available locally. If you require an accessible taxi you can book in advance: Woody's Taxis 0759 193 3223 (www.berwickupontweedtaxi.co.uk) West End Cabs on 01289 303 050 (<http://www.westendcabs.co.uk>). Accessible taxis are available; please mention this requirement when you book.
- Our leaflet, all site guides and interpretation are available in larger print on request. A visual social story guide showing what you can expect to see on a visit is available to download and print on our website.

Car Parking and Arrival

- The museum is situated in the Clock Block, which is accessed via the English Heritage pay point at the front of the building. The museum consists of three floors, two of which are open to the public. If you have any special requirements or concerns about your visit please do let a member of staff know and we will do our utmost to facilitate your needs.
- There is a free car park just outside the Ravensdowne Barracks site. There is also plentiful free car parking in Berwick town centre, within a short distance of the building.
- If required we will allow drop off/pick up of visitors with mobility issues closer to the main museum entrance. For the convenience and safety of all our visitors this must be arranged in advance with the museum, and a member of our staff will guide you.

Access

- There is one main access point to the building - via the main entrance to Barracks. There is a possibility of access by arrangement via the rear of the building, into the Clock Block. The main entrance is wide, giving easy access to wheelchair users and visitors using large pushchairs. There is a ramp for ease of access to stepped areas on ground floor. Access to first floor galleries is not possible for wheelchair users.
- The courtyard to the rear of the building, and the area outside the entrance has slightly uneven paving.
- Parking in the private car park to the rear of the building is available for a minibus, by prior arrangement only.
- The museum is accessed by a stair to the first floor of the building. This stairway has uneven treads, and one handrail to the right. There are 18 steps, broken by a half landing. There is a second back stairway in the museum, to access the education room.

- Our visitor services staff (in grey uniform) are on hand to assist and advise in the entrance area and around the museum.
- Staff may be working behind a Perspex screen, which may affect how they can be heard. If you are having difficulties hearing them through the screen, please let them know. The staff member will give you a leaflet which includes a site map.
- A magnifying glass, pen and pad of paper are available at each counter.

Museum Galleries

- The museum consists of five galleries, situated over two floors.
- The foyer area at the head of the staircase is not gated. Vigilance is therefore necessary when young children and visitors with visual or learning impairments are visiting the museum.
- All areas of the museum are carpeted. Seating is either upholstered or wooden. The tonal contrast within some of the rooms is variable. Due to the historic nature of the building, some floors are uneven in places.
- Light levels in the galleries are generally low, for conservation reasons.
- The display cases are finished with glazed screens, which generally have a low level of surface reflection. There are mirrors in some spaces.
- The exhibition panels use large typeface, and almost all are printed in black on white high contrast.
- There may be areas of loud noise, such as beside the UAX 13 telephone exchange when in use. Ear defenders are available on request.
- Items could be made available for handling, by prior arrangement.

Fire Escape

- There are two staircases leading to four fire escapes at ground floor level. The fire assembly point is on the Parade at the front of the building. The building's fire alarms and extinguishers are checked on a regular basis.

Lavatory Facilities

- There are three toilets on site, outside of the Berwick Museum and Art Gallery building, maintained by English Heritage. One is fully accessible to visitors using wheelchairs. There is no separate baby changing facility.

Storage area

- There are no formal storage areas on the ground floor of the building, though it would usually be possible to stow a limited number of pushchairs/equipment near the reception area.

Workshops and other events

- These will be held mainly in the education room, where capacity is 60 persons.
- Music and dance sessions might involve some movement but will require no special equipment.
- Art and craft sessions will use non-toxic materials. Any scissors used will be designed for safe use for children and to be handled under adult supervision only.
- Children (under 16s) must be always accompanied by a responsible adult.

Additional Information

- We are here to help you make the most of your visit to Berwick, so please do contact us in advance of your visit if you require any specific assistance or information.
- We have a set of evacuation procedures – should you require it someone will assist you with evacuation either out of the building or to a refuge.
- All our information brochures, evacuation procedures etc. are available in large print.
- We welcome trained assistance dogs, and water is available on request.
- We can offer a list of nearby accommodation and details of their Access Statements for information, where available.
- We welcome well-behaved dogs.
- Clear signage is used throughout the Museum using clear font and large lettering.
- Additional signage has been placed in some areas to direct visitors around our one-way system.
- Hand sanitizer gel is available across the site.
- All our staff receive regular customer service training that includes disability awareness. Our staff are Alzheimer's society Dementia Friends and are trained in and support the Sunflower lanyard scheme. If you require any assistance during your visit, please ask a visitor host.
- Please also see our website for online exhibitions, archive catalogue and information, information about public events and our exhibition programme.

Future Plans

- Along with our sister museums in Ashington, Hexham and Morpeth we intend to increase our community outreach and project work - going out to groups who can't easily come to us. Please do get in touch if you are interested in a visit or workshop or see our website for opportunities to participate in our upcoming projects.
- Where feasible we intend to improve our facilities and experiences through consultation with local disability awareness groups - this includes signage and

printed/Braille material. If you have any suggestions for improving accessibility, please do get in touch.

Contact Information

Address: Berwick Museum & Art Gallery

Telephone: 01670 624 277

Email: Berwick@museumsnorthumberland.org.uk

Website: www.museumsnorthumberland.org.uk

Hours Of

Operation: April to end October, open Wednesday to Sunday and daily during Northumberland school holidays, 10.00am – 4.00pm November to March closed.

Local

Carers: Carers Northumberland Suite 17 Wansbeck Business Centre Rotary Parkway Ashington <http://www.carersnorthumberland.org.uk/>

Tel 01670 518204

Local

Equipment

Hire: North East Mobility Solutions Limited 11 Walkergate Berwick-Upon-Tweed Northumberland TD15 1DB Tel: 08432 903317

Local

Accessible

Taxi: Woody's Taxis - <http://berwickupontweedtaxi.co.uk/> 0759 193 3223

Local

Public

Transport: Berwick upon Tweed Railway Station Railway Street, Berwick upon Tweed, Northumberland. TD15 1NF The station is operated by Virgin Trains East Coast [Tel:03457 484959](tel:03457484959)

Please note: This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

