

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.

Access Statement for Stanley Spencer Gallery



Arrangements in place to maintain access as far as possible in the context of the corona virus outbreak.

We wish to remain as inclusive as practical in the current circumstances.

The Gallery is relatively small, and we have introduced a ‘one-way’ system for visitors to ensure the safety of all visitors and volunteers. However, visitors who are unable to use the stairs to gain access to the mezzanine floor will have to retrace their route back to the lift and this will require the cooperation of all visitors. Please note that all visitors who choose to access the

mezzanine floor must be able to evacuate the building using the stairs in an emergency.

Furthermore, the viewing distance for visitors in a wheelchair may no longer be ideal and this could also require cooperation of all visitors to enable visitors in a wheelchair to see some exhibits on the ground floor. The Custodian will facilitate these arrangements and we would appreciate cooperation with the Custodian whilst they make these arrangements.

The outer door no longer operates automatically. Please ring the bell adjacent to the door to alert the Custodian to your presence.

There is a Perspex screen between visitors and the custodian. The volunteer custodian may be wearing a mask.

The audio video presentations have been suspended during this period. Nor are audio guides available.

Contactless cards are accepted for all payments and are the preferred means of payment.

We have suspended all group tours including community groups and groups of visitors with disabilities. If your Group is interested in a Zoom event, please let me know at access@stanleypencer.org.uk and we will try to accommodate your request.

In keeping with Government instructions, face coverings are required unless you are exempt.

(<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>)

Custodians are aware that there is no legal requirement for visitors to show something that says they are exempt from using a face covering and that the reason for an exemption may not be visible, but if you do use an exemption card, badge etc. and are happy to display it then it may help other visitors to the Gallery to be aware that you are exempt from wearing a face covering.

If you require further information or assistance, please contact access@stanleypencer.org.uk

Policy

We look forward to welcoming you. Our vision is to try to remove or minimize any physical or social barriers that may inadvertently prevent anyone who wishes from doing so. We are a small gallery run entirely by volunteers but we aim to provide as professional an environment as other accredited galleries. There is normally only one volunteer on duty. They can provide documents designed to assist

visitors e.g. large print documents and provide access to the lift to the mezzanine floor when appropriate but, because of their other duties, are unable to provide personal support to an individual visitor. If you need a higher level of support than the custodian can provide, please contact us before your visit and we will try to provide the necessary assistance.

If you have any queries or require any assistance please phone 01628 471885 or [email access@stanleypencer.org.uk](mailto:email_access@stanleypencer.org.uk) and one of our volunteers will contact you.

If you would like to discuss arranging a visit for a group of people with disabilities please access@stanleypencer.org.uk and one of our volunteers will contact you.

Pre-Arrival

- Brief details of how to get to the Gallery are on our web site. Our postcode is SL69SJ. You can plan your journey using <http://www.transportdirect.info/>
- Unfortunately, the Gallery does not have toilet facilities for visitors. The public toilets are located around the corner in a small car park. The toilets include disabled facilities and the Gallery holds a RADAR key.
- The Gallery does not have refreshment facilities but there are a range of options in the village High Street.
- The Gallery cannot provide a wheelchair or other mobility aids. If you use a wheelchair, the main doors are 103cm wide, the lift is 79cm wide and the fire door is 93cm.

Public Transport

- The train service is operated by First Great Western with the principal station being Maidenhead. There are taxis available at Maidenhead and some vehicles are designed for travellers with disabilities. There is a branch railway line from Maidenhead to Marlow which stops at Cookham. Cookham Station is approximately one mile from the Gallery.

- There are several taxis licensed by the Local Authority specifically for the purpose of transporting disabled and/or wheelchair bound passengers from the taxi ranks in Windsor and Maidenhead. Please call the following numbers to book their services Windsor – 01753 862020 or Maidenhead 01628 634311
- A bus service (Bus 37 towards High Wycombe Bus Station) runs from Bridge Avenue, Maidenhead to Cookham. The bus stops at the Memorial in the Village which is approximately 400 yards west of the Gallery.
- The route to the Gallery from public transport is generally flat and tarmac / paved.

Car Parking and Arrival

- Car parking is available in a small public car park close to the Gallery and on-street parking is also available for two hours. The on-street parking is on the north side of the High Street and the Gallery is on the south side. There are designated spaces for disabled drivers. The most accessible place to cross the High Street is opposite the Kings Arms public house. There is also a large car park on Cookham Moor to the west of the village High Street. Car parking in the village and its car parks is free but traffic wardens patrol the Village and visitors are advised to check the time limits when parking.
- The approach to the Gallery from the small car park and on street parking is flat, even and generally tarmac. The larger car park is 'grassland' and is uneven and may be muddy during wet weather.

Main Entrance, Reception and Ticketing Area

- The Gallery entrance is flat with no stairs and is located on the High Street side of the building. The outer door automatically opens outwards. There are large buttons to open the inner doors and the outer door to leave the building. The doors are wheel-chair accessible.

- The main entrance is staffed by a volunteer custodian who takes admission, sells catalogues and provides brief information to visitors about Stanley Spencer, the Gallery and the Exhibition.
- A hearing loop is installed at the entrance. Our custodians cannot converse using BSL but paper and pencil is available for questions and answers if necessary.
- The entrance and Gallery are well lit with ceiling lighting. The floor surface is wood and there are no rugs or carpets. Benches are available for seating. The stairs have ribbed edges.
- The admissions desk is low and therefore accessible to visitors in wheelchairs. There is no screen between visitors and the custodian
- A lift is available for taking visitors to the mezzanine floor on which exhibits, the video screen and archives are located. However, visitors should be aware that the lift cannot be used if there is a fire. Visitors who choose to use the lift to access the mezzanine floor must be able to evacuate the building using the stairs in an emergency.
- If you are unable to evacuate the mezzanine floor in an emergency and you wish to use the Archives please contact accesss@stanletspencer.org.uk or telephoning 01628 471885 prior to your visit and we will endeavour to make alternative arrangements to bring the relevant Archive material downstairs for you.
- On request the Custodian can provide a large print copy of labels and other information for visitors, provide the RADAR key, and operate the doors and lift. However, because of the variety of tasks required of the Custodian they are unable to give any other assistance to visitors. If you need additional assistance in terms of visual descriptions or mobility requirements please contact the Gallery to plan your visit by email to accesss@stanletspencer.org.uk or telephoning 01628 471885.
- The Custodian can provide drinking water for assistance dogs on request.

Attraction (displays, exhibits, etc.)

- The Gallery presents approximately 50 paintings and drawings by Spencer.
- Artefacts are displayed in cabinets with glass sides and which can be viewed by people in wheel chairs.
- There are extensive archives which are primarily printed documents. Visitors who are unable to use the stairs to evacuate the building can contact the Gallery to plan your visit by email to accesss@stanletspencer.org.uk or telephoning 01628 471885 and we will endeavour to make alternative arrangements for you.
- For some exhibitions, an audio-visual presentation is available and an IPad is used to allow visitors to interrogate selected paintings from our core collection. A set of earphones for use with hearing aids is available.
- A number of paintings /drawings are hung on the wall adjacent to the stairs and, although visible from both floors, cannot be examined closely by visitors who are unable to use stairs without assistance.
- A children's activity leaflet is available from the Custodian.
- A booklet is on sale which describes a walk around the village and highlights the sites at which many of Spencer's paintings were created or are represented in his work.
- Audio guides are available for hire from the custodian. The scripts provide information about the paintings but are not 'visual descriptions'.

Public Toilets

- Public toilets are located in the adjacent public car park. The Gallery holds a RADAR key which is available from the Custodian for visitors with disabilities.

Shop

- The shop is located at the entrance. Credit cards are accepted for transactions over £10.

- The shop sells, books, framed and unframed prints, postcards etc. Sample copies of books are placed around the Gallery. Sample books are available for browsing. However, if a book you wish to look at has been shelved so it is inaccessible to you, please ask the Custodian and they will assist you.
- A hearing loop is in place.

Additional Information

- We will endeavour to arrange Group tours of the Exhibition and Village for community groups and groups of visitors with disabilities
- We will endeavour to arrange Individual tours for visitors with a disability who require assistance but given the gallery is operated by volunteers it may not be possible on a specific day.
- Tours must be booked in advance by contacting 01628 471885 or [email access@stanleypencer.org.uk](mailto:email_access@stanleypencer.org.uk) and one of our Access Volunteers will be in touch to try to make suitable arrangements.

Contact Information

Address High Street Cookham Berkshire SL6 9SJ

Telephone: 01628 471885

Email: access@stanleypencer.org.uk

Website: www.stanleypencer.org.uk

Hours of Operation: Check web site for specific dates - Summer (April to November) 10.30 - 5.30 Tuesday to Saturday and 'bank holiday' Mondays; Winter 11.00 to 4.30 Thursday to Sunday.

August 2016