

Access guide and visual story

Museum Resource and Learning Centre

2025

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1. Commitment to accessibility

Herefordshire Museum Service aims to develop and deliver museum services that allow people the freedom to explore, enjoy and participate in their heritage in a way that respects and attempts to fulfil their particular needs and desires. We aim to create equality of access for everybody by minimising or eliminating barriers to access.

Feedback

We value your feedback to help identify improvements we can make. Contact us with any suggestions on how we can support you and your requirements, and we will aim to accommodate your needs. For further information email herfordmuseums@herefordshire.gov.uk or call 01432 383383.

2. Introduction

The Museum Resource and Learning Centre is a purpose built collections store and learning centre. The building is fully accessible for wheelchair users and people with mobility issues. We aim to help people with their specific access requirements. If you have any questions, contact us on 01432 383383 or email herfordmuseums@herefordshire.gov.uk.

Level Access

- There is level access throughout the building from the carpark.
- The first floor can be reached using the lift.

Hearing

- A hearing loop is available at reception.
- Our hearing loop is portable and can be moved on request.
- A British Sign Language interpreter can be arranged for talks, events and performances. Please give us at least seven days' notice to arrange this for you.

Visual

- The building has good natural light in public areas from windows and skylights.
- All rooms have good quality overhead electric lighting.

Assistance Dogs

- Assistance dogs are welcome.
- The dog spend area is at the rear of the building.
- Turn right when leave from the main entrance and follow the path.
- Turn right at the end of the building and continue to follow path and side of the building.
- Follow the path past the small stone circle and sheep.
- Turn right at the end of the building and continue to follow the path the bike shed.
- You can use the grass area after the bike shed on your left as the spend area.



Image of the route to take to the dog spend area



Image of the route to take and the dog spend area

3. Opening Hours

Herefordshire Museum Services

- Monday and Tuesday, 10am-4pm
- Wednesday 10am-12.30pm
- Special event times are advertised online and on social media.

Healthy Lifestyles

- Healthy Lifestyles offer services by appointment.

4. Getting here

Address:

Museum Resource and Learning Centre, 58 Friars Street, Hereford, HR4 0AS.

Walking from Hereford City Centre

- The Museum Resource and Learning Centre is an 8 minute walk from the city centre.
- From High Street follow the pedestrianised area onto Egin Gate.

- At the end of Egin Gate enter the pedestrian subway on Gunners Lane and cross under Victoria Street.
- Turn right when you exit the subway ramp onto Victoria Street.
- Turn right onto Cross Street.
- Turn left onto Friars Street.
- The Museum Resource and Learning Centre is on the right-hand side after Hereford Military Club and Friars Street Car Park.

Bus

- The Museum Resource and Learning Centre is accessible by bus numbers 71, 71B, 466, 461, 462, B, D, E and X15.
- The closest bus stop is Victoria Court on Egin Street.
- Bus times are available at Traveline using Plan Your Journey:
<https://www.traveline.info>

Train

- The nearest train station is Hereford Train Station.
- Some of the buses above can be taken from near the station.
- Alternatively it is a 20 minute walk from the station to the Museum Resource and Learning Centre.
- Accessibility information about the station is available on the National Rail website: <https://www.nationalrail.co.uk/stations/hereford/>

Driving (A438 from Ledbury)

- For SatNav use the postcode HR4 0AS.
- Alternatively, follow Ledbury Road/A483 to the city centre.
- At the main roundabout take the first exit onto Victoria Street/A49.
- Turn right at the traffic lights onto Barton Road.
- Turn right onto Friars Street.
- The Museum Resource and Learning Centre and Friars Street carpark is on your left.

Driving (A438 from Wales)

- For SatNav use the postcode HR4 0AS.
- Alternatively, follow Whitecross Road/A483 to the city centre.
- Use the right hand lane to turn onto Victoria Street.
- At the main roundabout take the third exit onto Victoria Street/A49.
- Turn right at the traffic lights onto Barton Road.
- Turn right onto Friars Street.
- The Museum Resource and Learning Centre and Friars Street carpark is on your left.

Driving (A49 from Leominster)

- For SatNav use the postcode HR4 0AS.
- Alternatively, follow Edgar Street/A49 to the city centre.
- At the main roundabout take the second exit onto Victoria Street/A49.
- Turn right at the traffic lights onto Barton Road.
- Turn right onto Friars Street.
- The Museum Resource and Learning Centre and Friars Street carpark is on your left.

Driving (A49 from Ross-on-Wye)

- For SatNav use the postcode HR4 0AS.
- Alternatively, follow Ross Road/A49 to the city centre.
- At the main roundabout take the third exit onto Victoria Street/A49.
- Turn left at the traffic lights onto Barton Road.
- Turn right onto Friars Street.
- The Museum Resource and Learning Centre and Friars Street carpark is on your left.

Driving (A465 from Abergavenny)

- For SatNav use the postcode HR4 0AS.
- Alternatively, follow Belmont Road/A465 to the city centre.
- At the main roundabout take the second exit onto Victoria Street/A49.
- Turn left at the traffic lights onto Barton Road.
- Turn right onto Friars Street.
- The Museum Resource and Learning Centre and Friars Street carpark is on your left.

Parking

- There are two disabled parking spaces at the front, to the left hand side of the building.
- There is a drop-off point at the main entrance.
- Public parking is at the Hereford Military Club, Friars Street.



Image of disabled car parking spaces at front of building

Public parking (Friars Street car park)

- For SatNav use the postcode HR4 0AE
- Friars Street car park is pay and display
- It is a 1 minute walk to the Museum Resource and Learning Centre
- Information on the car park is available on [Herefordshire Council's website](https://www.herefordshire.gov.uk/directory-record/1798/friars_street_car_park_-_hereford):
[https://www.herefordshire.gov.uk/directory-record/1798/friars_street_car_park - hereford](https://www.herefordshire.gov.uk/directory-record/1798/friars_street_car_park_-_hereford)



Image of entrance to Friars Street Car Park at Hereford Military Club



Image of Friars Street Car Park at Hereford Military Club

5. Arrival

- From the street to the main entrance is a level surface.
- There is no separate pavement.
- The road is 270 cm wide or more.
- The road slopes up towards the entrance and then down after it.
- There is wall mounted lighting in this area.
- The surface changes between tarmac and paving slabs.



Image of entrance from Friars Street



Image of entrance gate showing signage



Image of entrance roadway

6. Getting into the building

Main entrance

- The main entrance has level access.
- The doorway is 110 cm wide
- There is an automatic door opener to the left of the door
- The door opens outward.
- The floor changes between pavement slabs to linoleum.
- There is access to the reception, ground and upper floors from this area.



Image of entrance doorway



Image of automatic door open button

7. Getting Around the Building – Ground floor

Reception

- To can get to the reception from the main entrance.
- The route to the reception desk is 120 cm wide or more.
- The flooring in this area is linoleum.
- The area is well and evenly lit by ceiling and roof lights.
- The reception desk is low level.
- There is a hearing loop at the reception desk.
- A member of staff is usually stationed at the desk.
- If there is not, there is a bell on the desk in the reception you can use to call staff.
- There is seating available next in this area.
- Display information is a varying levels in this area.
- There are display cases around the edges of the room.
- The easy access toilet and access to the upper floors can be found in at the front of the reception near the main door.



Image of reception from the entrance



Image of reception desk

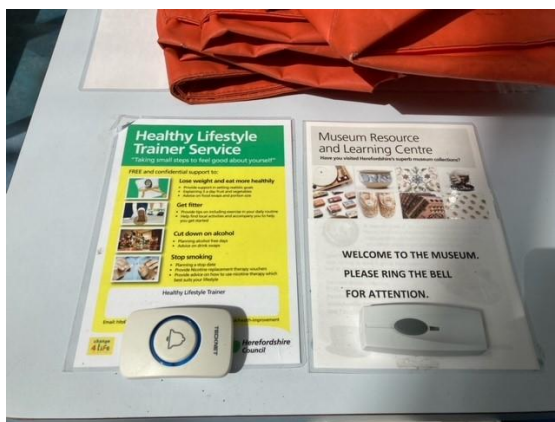


Image of buttons for bells on reception desk

Easy access toilet (including baby change area)

- There is flat access from the reception to the easy access toilet.
- The toilet is unisex.
- The doorway is 88 cm wide and opens outwards.
- The ceiling lights will come on automatically when you enter.
- There is space of approximately 180 cm in front of the toilet and 70 cm to right of the toilet.
- The toilet seat height is 50 cm high.
- The wash basin is 30 cm from the toilet and 74 cm high.
- There are grab rails next to the toilet and sink.
- A baby change area is on the right of the easy access toilet.
- There is a waste bin and small and medium-sized sanitary disposal bins in this area.

- The flooring in this area is linoleum.
- There is a chair in the area.



Image easy access toilet entrance



Images of inside of easy access toilet

Lift

- There is one lift.
- It is located on the ground floor at the front of the reception.
- The lift goes between the basement, ground and first floors.
- Visitors are only able to go between the ground and first floors.
- The lift beeps upon arrival at each floor.

- It says 'Doors opening', 'Please select your floor', 'Doors closing'.
- It announces the floor you have arrived at 'Ground floor' or 'First floor'.
- The lift door is 110 cm wide.
- The lift is 155 cm wide and 140 deep.
- The lift has low level lighting.
- The buttons are smooth with braille on their left or right hand side.
- When pushed the buttons light up.
- The flooring in the lift is a hard non-slip surface.
- The lift has raised buttons or letters.
- The lift buttons need to be pressed once.
- It can accommodate mobility scooters and has a weight limit of 1,000 kg.



Image of lift on the ground floor



Image of lift on the first floor

Staircase

- The staircase comprises 4 stairs then a landing.
- Then 9 steps and another landing.
- Then 8 steps to floor level.
- The first landing measures 90 cm by 112 cm.
- The second landing measures 225 cm by 95 cm.
- The staircase is 100 cm wide.
- The stairs are wooden with a raised rubber and metal trim at the edges.
- There is a metal handrail and glass balustrade on both sides of the stairs.



Image of the stairs at the ground floor



Image of the stairs at the first floor

Getting around the building – First floor

The first floor can be reached from the:

- lift in reception.
- staircase from reception.

First floor corridor

- At the top of the stairs turn right to get to the Morgan Room, Garrick Room, Health Lifestyles Treatment Room and toilets.
- The route through this area is 130 cm or wider.
- The corridor has one left hand turn and one right hand turn.
- There are two sets of double doors in the corridor.
- They open inwards and are 145 cm wide
- The ceiling lights will come on automatically.
- The flooring is linoleum.
- There is access to ground floor and emergency exit from this corridor.



Images of first floor corridor from lift to the Morgan Room



Images of first floor corridor to the toilets, Garrick and treatment rooms

Morgan Room

- The doorway is 133 cm wide and opens outwards.
- This area measures approximately 780 cm wide by 1200 cm deep.
- The ceiling lights will come on automatically when you enter.
- The flooring in this area changes from linoleum to carpet.
- The layout of this area changes depending on the event taking place.
- There is access to the lift, toilets, and emergency exit.
- There are two doors, one in each half of the room leading to the corridor and the emergency exit.
- Each door is 90 cm wide and the door open inward.



Image of the main entrance to the Morgan Room

The Morgan room can be divided into two smaller rooms:

Morgan Room 1

- The entrance remains the same as the Morgan Room above.
- This room arrangement measures approximately 780 cm wide by 600 cm deep.
- The layout of this area changes depending on the event taking place.
- The ceiling lights will come on automatically when you enter.
- The flooring in this area changes from linoleum to carpet.

Morgan Room 2

- The entrance is via the upper rear corridor.
- The doorway is 90 cm wide and opens inwards.
- This room arrangement measures approximately 780 cm wide by 600 cm deep.
- The layout of this area changes depending on the event taking place.
- The ceiling lights will come on automatically when you enter.
- The flooring in this area changes from linoleum to carpet.

Morgan Room Kitchenette

- Access the kitchenette through the Morgan room.
- The flooring is linoleum.
- The doorway is 130 cm wide and opens outwards.
- The route through this area is 130 cm or wider.
- The ceiling lights will come on automatically when you enter.



Image of the kitchenette

Toilets

- Access the toilets from the first floor corridor.
- There are two individual toilets.
- The doorways are 60 cm wide and open inwards.
- The rooms are 60 cm or wider.
- The ceiling lights will come on automatically when you enter.
- The flooring is linoleum.
- There is a pedestal toilet and wash hand basin in both.

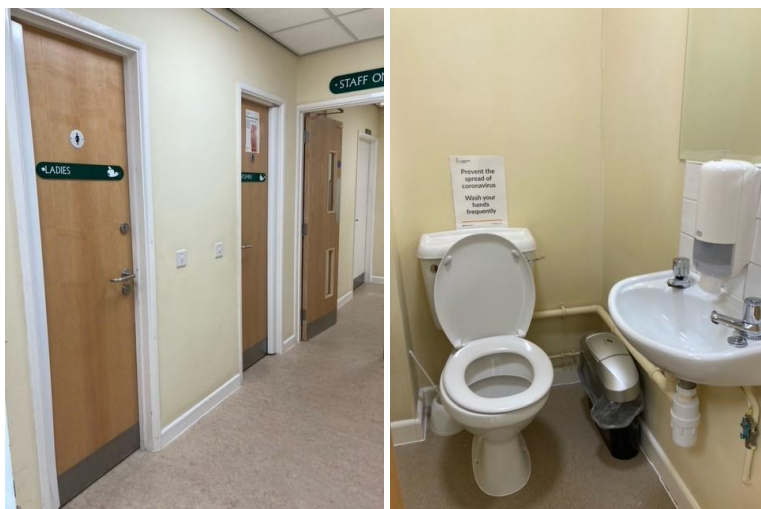


Image of toilets on first floor (outside Morgan Room)

Garrick Room

- Access is from the first floor corridor after the first set of double doors.
- The doorway is 92 cm wide and opens inwards.
- The room is 250 cm or wider.
- The ceiling lights will come on automatically when you enter.
- The flooring is carpet.
- The room has a two tables and four chairs.
- You can access the first floor corridor from this room.



Image of the Garrick Room

Healthy Lifestyles Treatment Room

- Access is from the first floor corridor after the second set of double doors.
- The doorway is 92 cm wide and opens inwards.
- The room is 170 cm or wider.
- The room has a fixed bench around the outside a table and chairs.
- There is other equipment in the room that can be moved around like scales.
- The ceiling lights will come on automatically when you enter.
- The flooring is linoleum.
- You can access the first floor corridor from this room.



Image of the Treatment Room

Emergency exit

- The emergency exit is at the very end of the corridor.
- The doorway is 130 cm wide and opens inwards.
- The route through this area is 92 cm or wider.
- The ceiling lights will come on automatically when you enter.
- The staircase comprises 11 stairs then a landing.
- Then 8 steps to floor level.
- The landing measures 92 cm by 235 cm.
- The staircase is 97 cm wide.
- The stairs are galvanised metal with grips ridges.
- There is a metal handrail and balustrade on both sides of the stairs.



Image of the top of the emergency exit stairs



Image of the first run of stairs and the platform

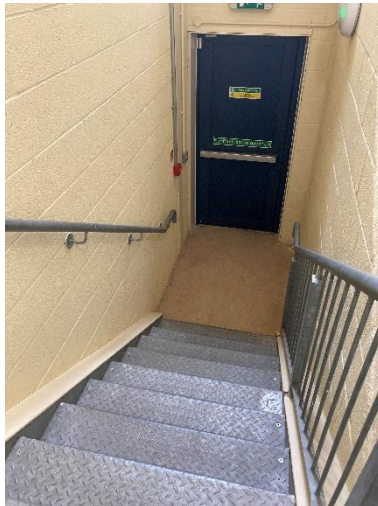


Image of the second run of stairs and the platform

8. Emergency evacuation procedure

If you have any mobility or health issue that may affect your ability to leave the building unaided you can request that a Personal Emergency Evacuation Plan is prepared before you visit.

- In the event of hearing the fire alarm, please leave the building via the nearest exit or fire exit if safe to do so.
- Do not run while evacuating the building.
- Do not go back to collection personal items.
- Never use the lift during a fire evacuation.
- If you cannot use stairs or leave the building unaided, please wait for assistance from a member of staff.
- Members of staff have been trained to use an EVAC chair for this purpose.
- Go straight to the assembly point at Hereford Military Club car park.
- Do not return to the building until you are told it is safe to do so.