SECTION 5.0
LEGISLATIVE GUIDANCE

5.1 PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS) ACT (1990) AND THE ENTERPRISE AND REGULATORY REFORM ACT (2013)

Listed Buildings are designated under the Planning (Listed Buildings and Conservation Areas) Act 1990 for their special architectural or historic interest. Conservation Areas are also protected under Section 69 of the same act. In 2013 the government abolished the requirement for Conservation Area Consent under the Enterprise and Regulatory Reform Act 2013. This has been replaced with a requirement for planning permission for demolition of a building in a Conservation Area.

5.2 NATIONAL PLANNING POLICY

The Welsh Government's planning Policy is set out in the document *'Planning Policy Wales: Edition 11, February 2021'*. Chapter 6 sets out the planning policy in relation to heritage assets with the following key paragraphs –

6.1.5 The planning system must take into account the Welsh Government's objectives to protect, conserve, promote and enhance the historic environment as a resource for the general well-being of present and future generations. The historic environment is a finite, non-renewable and shared resource and a vital and integral part of the historical and cultural identity of Wales.

6.1.10 There should be a general presumption in favour of the preservation or enhancement of a listed building and its setting, which might extend beyond its curtilage. For any development proposal affecting a listed building or its setting, the primary material consideration is the statutory requirement to have special regard to the desirability of preserving the building, its setting or any features of special architectural or historic interest which it possesses.

6.1.11 For listed buildings, the aim should be to find the best way to protect and enhance their special qualities, retaining them in sustainable use. The continuation or reinstatement of the original use should generally be the first option, but not all original uses will now be viable or appropriate. The application of planning and listed building controls should recognise the need for flexibility where new uses have to be considered in order to secure a building's survival or provide it with a sound economic future.

6.1.12 The demolition of any listed building should be considered as exceptional and require the strongest justification.

6.1.13 Applicants for listed building consent must be able to justify their proposals, show why the alteration or demolition of a listed building is desirable or necessary and consider the impact of any change upon its significance. This must be included in a heritage impact statement, which will be proportionate both to the significance of the building and to the degree of change proposed.

5.3 LOCAL PLANNING POLICY

The local planning policy is presented within the *Wrexham Unitary Development Plan(1996-2011)* and the updated *Wrexham Local Development Plan 2 (LDP2) 2013 to 2028*.

Policy EC7 Within, and in close proximity to, conservation areas, the priority will be to preserve and/ or enhance those buildings, structures, streets, trees, open spaces, archaeological remains, views, and other elements which contribute to the unique character of the area. New buildings and alterations or additions to existing buildings in conservation areas, whether listed as of special architectural or historic interest or not, must reflect the design and character of the area as a whole and the form, scale, detailing and materials of existing buildings.

Policy EC9 Alterations or additions to, and development or redevelopment within the curtilage of, buildings or structures listed as of special architectural or historic interest must respect the setting and character of the listed buildings or structures.

SECTION 6.0
IMPACT ASSESSMENT

The following section is intended to assess the impact of the development proposals on the heritage significance of Sandbach School. This assessment is carried out in line with the NPPF. In order to more fully understand the impact on the heritage value of the building and its wider context, the following assessment provides a comparable analysis of the heritage value against the level of change. This assessment is based on the criteria set out by ICOMOS, and is a clear way of understanding not just the impact of change but how levels of impact vary according to the value of the heritage asset.

Level of impact will be assessed based on the following criteria:

MAGNITUDE OF IMPACT	DEFINITION
High Beneficial	The development considerably enhances the heritage assets, views of the heritage assets, or the ability to appreciate their significance.
Medium Beneficial	The development enhances to a clearly discernible extent the heritage assets, views of the heritage assets, or the ability to appreciate their significance.
Low Beneficial	The development enhances to a minor extent the heritage assets, views of the heritage assets, or the ability to appreciate their significance.
Neutral	The development does not affect the heritage assets, views of the heritage assets, or the ability to appreciate their significance.
Low Adverse	The development harms to a minor extent the heritage assets, views of the heritage assets, or the ability to appreciate their significance.
Medium Adverse	The development harms to a clearly discernible extent the heritage assets, views of the heritage assets, or the ability to appreciate their significance.
High Adverse	The development severely harms the heritage assets, views of the heritage assets, or the ability to appreciate their significance.

IMPACT ASSESSMENT

6.1 HERITAGE IMPACT ASSESSMENT

Much of the interior works to the Museum are relatively low impact and relate to the removal of modern walls and partitions of no significance. On the ground floor the opening of the former archive into an open plan space will result in the loss of two original walls including chimney breasts. This will result in moderate loss of original fabric of high significance and the loss of the planform in this part of the building.

The loss of the former police exercise yard and its infill with a modern construction will confuse the legibility of this external space and its function. This area is a later addition of medium significance and will result in medium adverse harm. The materiality as a modern addition will help with the legibility of the former external space and harm can be reduced by appropriate conditions and detailing.

The proposed extension in the central courtyard is replacing an existing 21st century extension resulting in no significance change to significance.

Minor changes are proposed to rainwater systems which although may result in a slight change to the original design, it will help the building cope with higher capacity rainfall and help mitigate known maintenance issues. This change is not considered harmful to significance and along with roof and gutter repairs is beneficial.

The original diamond patterned windows are to be retained, however, the majority of windows are later metal framed casements. The exact date of these is unclear; the Conservation Plan (2005) suggests they likely date to c.1917. They are not original but are an historic feature that demonstrates the continued development and use of the building and their loss and replacement will result in a moderate degree of harm to significance.

Summary of Impacts

There are several elements that collectively will contribute to a moderate adverse impact upon the significance of the Grade II Listed asset. The primary elements of harm are: the loss of heritage fabric and planform in the archive area; the loss of early 20th century windows; and the infilling of the police exercise yard. The proposals are not considered to result in any significant levels of harm to the conservation area.

This harm should be weighed against the public benefits of the scheme and also considered alongside the supporting justification within the Design and Access Statement.

APPENDIX A
FORMER WREXHAM INFIRMARY LISTING DESCRIPTION

Full Report for Listed Buildings

Summary Description of a Listed Buildings

Reference Number	Building Number	Grade	Status	Date of Designation	Date of Amendment
1804	49	II	Designated	22/03/1990	31/01/1994

Name of Property	Address
Former Wrexham Infirmary	49 Regent Street

Location

Unitary Authority	Community	Town	Locality	Easting	Northing
Wrexham	Offa			333080	350517

Street Side	Location
	Prominently sited on the corner of Bradley Road: left hand return range to Bradley Road runs S to Central Road.

Description

Broad Class	Period
Health and Welfare	

History

Built as the Infirmary in 1838-9, to design of Edward Welch of Liverpool, architect. The infirmary was successively extended in the later C19 (theatre added 1862, detached fever wards, 1866, a new ward wing in 1887), and at the end of the C19, it included 1 men's, 2 women's, accident, childrens and emergancy wards (Slaters Directory, 1895). Following the opening of a new hospital in 1926, the buildings were used by Denbigshire Technical Collage from 1927 and later by the College of Art. The present extensions to the Regent Street and Bradley Road elevations appear to be early C20, and were possibly built in association with its change of use.

Exterior

Original building is ashlar faced with slate roof, the later additions largely brick with stone dressings. Original building is in neo-classical style, 2 storeys, 9 window range (3-3-3) with advanced pedimented central section with Doric portico with triglyph frieze. Central double doors with plain overlight. 12-pane sash windows in moulded architraves, and plain sill bands, the central window beneath the pediment flanked by narrower side lights. Shallow pedimented return gables, with truncated stack to left.

Cement rendered left hand gable return, then later additions in brick with stone dressings including parallel range housing stairs. Long stair window flanked by paired sash windows with margin lights. Pedimented canopy over doorway to left. Beyond this, a 12-window range, 12-pane sash windows with additional upper lights, paired between plain pilaster bands. Cornice and blocking course, with small pediment towards centre of range. Early C20 range set back to right of main block on Regent Street, employing similar style but in brick with stone dressings. 12-window range, in groups of 4, with pediments over alternate ranges. 12-pane sashes with additional fixed upper lights.

Interior

Reason for designation

Cadw : Full Report for Listed Buildings [Records 1 of 1]

APPENDIX B
ROMAN CATHOLIC CATHEDRAL OF ST MARY LISTING DESCRIPTION

Full Report for Listed Buildings

Summary Description of a Listed Buildings

Reference Number	Building Number	Grade	Status	Date of Designation	Date of Amendment
1801		II	Designated	31/01/1994	31/01/1994

Name of Property	Address
Roman Catholic Cathedral of St Mary	

Location

Unitary Authority	Community	Town	Locality	Easting	Northing
Wrexham	Offa			333156	350468

Street Side	Location
S	Opposite the junction with Grosvenor Road.

Description

Broad Class	Period
Religious, Ritual and Funerary	

History

Built in 1857 at the expense of Richard Thompson, iron master and colliery owner, to designs of E. W. Pugin.

Designated the Pro-Cathedral of the diocese of Menevia in 1907.

Exterior

Coursed and squared stone with slate roofs. Tower and spire to (liturgical) SW, nave with 2 lean-to aisles, clerestory and lower chancel. Additional aisle and side chapel to north. Late C13 style. West doorway in steep archway with shafts and hood mould, flanked by steep pinnacled niches. 5-light window above. 2-light windows in west walls of aisles, which are divided into 4 bays by buttresses, with 2-light geometrical traceried windows beneath angled hood moulds. Rose windows as clerestory lights. SW tower and spire, with steep trefoiled window in base of tower, lancet in upper stage, and paired bell-chamber lights. Brooch spire with lucarnes and projecting bands. Massive trefoiled east window in chancel, comprising rose window with a band of quatrefoil lights below.

Interior

Early English arcade of 4 bays, clustered shafts with fillets, and hood moulds which form trefoils between each arch. Gallery in western bay, carried on chamfered timber piers. Splayed clerestory lights, and stilted arches to aisle windows. Wagon roof with wall posts on corbels to principal trusses. Clustered shafts to deep moulded chancel arch. Painted figures of angles on gilded ground set in shallow panels over chancel arch. Paired narrow arches to lady chapel to north. Full-height eastern arch, containing window. Stained glass in aisle windows form a series of memorial windows, none are signed or dated, but their style is reminiscent of that of Kempe and Tower, and they are probably late C19-early C20. NW window possibly earlier, a neo-medieval style incorporating a mosaic of fragments. Memorial to Ellan Thompson, (d. 1854), in side chapel of outer north aisle: recumbant effigy on an arched panelled tomb-chest with low-reliefs.

Reason for designation

Group value.

Cadw : Full Report for Listed Buildings [Records 1 of 1]

APPENDIX C
BOUNDARY WALL AND GATES TO ROMAN CATHOLIC CATHEDRAL LISTING DESCRIPTION

Full Report for Listed Buildings

Summary Description of a Listed Buildings

Reference Number	Building Number	Grade	Status	Date of Designation	Date of Amendment
1802		II	Designated	31/01/1994	31/01/1994

Name of Property	Address
Boundry Wall and Gates to Roman Catholic Cathedral	

Location

Unitary Authority	Community	Town	Locality	Easting	Northing
Wrexham	Offa			333167	350496

Street Side	Location
	Forms the boundary of the church yard with Regent Street to the north of the cathedral, the gates aligned with the main west door.

Description

Broad Class	Period
Religious, Ritual and Funerary	

History

Probably designed as part of the original plans for the church site, and therefore probably to designs of E. W. Pugin in 1857.

Exterior

Coursed and squared rubble wall, with steep raking copings, and gate piers with gabletted copings, to which cast iron lamp standards are attached by iron brackets.

Interior

Reason for designation

A rare survivor of Victorian gothic street furniture, forming an important element in the cathedral site.

Group value with Roman Catholic Cathedral.

Cadw : Full Report for Listed Buildings [Records 1 of 1]

APPENDIX D

PRESBYTERY AT ROMAN CATHOLIC CATHEDRAL LISTING DESCRIPTION

Full Report for Listed Buildings

Summary Description of a Listed Buildings

Reference Number	Building Number	Grade	Status	Date of Designation	Date of Amendment
1803		II	Designated	31/01/1994	31/01/1994

Name of Property	Address
Presbytery at roman Catholic Cathedral	

Location

Unitary Authority	Community	Town	Locality	Easting	Northing
Wrexham	Offa			333135	350472

Street Side	Location
	Adjoins the R.C. Cathedral, to which it is linked by a stone covered-way.

Description

Broad Class	Period
Religious, Ritual and Funerary	

History

Built as the presbytery to the Roman Catholic Church of Saint Mary (now the cathedral) in 1857, to designs of E. W. Pugin, and extended later in C19 with additions to rear wing.

Exterior

Brick with stone dressings and slate roof. Gothic style, 2 storeys, 4 window range with advanced outer gables and doorway in angle of central range with right hand gable. Arched doorway in chamfered stone architrave beneath lean-to porch carried on chamfered and braced struts, continuing between the two gables. Plain narrow lights to ground floor of left hand wing, the upper windows paired foiled lancets. Similar paired windows in entrance range. Canted bay window with transomed lancet lights in right hand gable, and triple foiled lancets above. Upper windows throughout have pale brick relieving arches over. Both gables surmounted by cross finials. Axial and gable end stacks. Return elevation to right has paired foiled lancets on each floor, the upper windows beneath a gabled dormer, and wide advanced gable beyond, with canted bay window to ground floor, and paired lancets beneath relieving arch above. Later extension beyond this gable, in a similar style, with single lancet window and squared bay window set across the angle.

Interior

The central range of the frontage is entirely occupied by the full-height stair hall, with heavy chamfered woodstaircase and balustrade of galleried upper landing. Original layout and some detail including joinery and encaustic tiled floor to entrance hall survive.

Reason for designation

The presbytery forms an intergral part of the designs for the cathedral site, and is a good example of the domestic gothic style typically used for buildings with an ecclesiastical function.

Group value with Roman Catholic Cathedral.

Cadw : Full Report for Listed Buildings [Records 1 of 1]

APPENDIX E
FORMER COUNTY BUILDINGS LISTING DESCRIPTION

Full Report for Listed Buildings

Cadw — Llywodraeth Cymru Welsh Government

Summary Description of a Listed Buildings

Reference Number	Building Number	Grade	Status	Date of Designation	Date of Amendment
1800		II	Designated	15/06/1990	31/01/1994

Name of Property	Address
Former County Buildings	

Location

Unitary Authority	Community	Town	Locality	Easting	Northing
Wrexham	Offa			333177	350434

Street Side	Location
S	Occupying a large site between Saint Mark's Road and Saint Mary's Pro-Cathedral on W side of town centre. Set to rear of extensive forecourt.

Description

Broad Class	Period
Civil	

History

Built as militia barracks 1857-8 to the designs of the younger Thomas Penson, architect and surveyor. Converted C1879 to a divisional police station and magistrates court, and extended in the 1890's. Latterly used as council offices and Art college annexe.

Exterior

Roughly coursed and squared stone with freestone dressings and steep slate roofs, with coped gables and axial and end wall stacks with chamfered shafts. Tudor gothic style, a courtyard plan with 2 storey, 5-bay entrance front flanked by advanced gabled ranges to either side. Central gable over main entrance in loggia (now glazed) comprising 5 bays of chamfered depressed gothic arches sprung between dwarf buttresses. 4-light oriel window with leaded roof over entrance, flanked by 3-light windows each side, all with mullions and transoms. Lower gabled wings similarly detailed: the right hand gable is advanced from the main range and houses entrance to No 1 court in its own gabled rear wing. Left hand range clasps the outer angle of the main front, and has a further rear wing, parallel to the main range.

Projecting stair tower to No. 2 court at angle of the 2 ranges: Chamfered buttressed tower, with deep moulded arched doorway, the staircase expressed under a sloping, embattled roofline with stepped windows, to the left; the tower terminates in octagonal turret with miniature crenellations around slate spirelet with openwork crown and weather vane. Wide gabled returns each side, then rear wings and lower gabled rear cross range. Circular turrets at rear angles with window loops and conical roofs.

Interior

Original layout modified since 1980 by the enlargement of some rooms, the creation of circulation space, and the enclosing of the courtyard.

Reason for designation

Cadw : Full Report for Listed Buildings [Records 1 of 1]

APPENDIX F
NO.1 GROSVENOR ROAD LISTING DESCRIPTION

Full Report for Listed Buildings

Cadw — Llywodraeth Cymru Welsh Government

Summary Description of a Listed Buildings

Reference Number	Building Number	Grade	Status	Date of Designation	Date of Amendment
1830	1	II	Designated	24/10/1991	31/01/1994

Name of Property	Address
NO.1 GROSVENOR ROAD (NW SIDE),,,,,CLWYD,	1 Grosvenor Road

Location

Unitary Authority	Community	Town	Locality	Easting	Northing
Wrexham	Rhosddu			333162	350560

Street Side	Location
NW	Prominently sited at the corner with Regent Street, opposite the RC cathedral and with long elevation to Regent Street.

Description

Broad Class	Period
Domestic	

History

Built in 1869 as Grosvenor Lodge by J. R. Gummow, for Isaac Shone.

Exterior

Italianate villa style (described as Anglo-Italian by Gummow). Brick with ashlar dressings including raised and channelled quoins and deep modillion cornice. Slate roof, hipped with axial stacks, probably truncated. 2 storeys, the main elevations are a 2-window entrance front to Regent Street, and a symmetrical 5 window (1-3-1) range to Regent Street. Entrance in advanced porch to right, with segmental archway between channelled outer piers and fluted Corinthian inner pilasters; round arched entrance with panelled double doors. Balustraded parapet over projecting cornice. Chanelled architrave to ground floor window alongside. The 2 upper windows are set in round arched architraves with fluted Corinthian pilasters, and scallopped tympana. Left hand window has a strapwork balconette carried on brackets. Lintel and sill string courses form continuous band between the floors, continuing across Regent Street elevation. This elevation has advanced squared bay windows to either side, divided by Corinthian pilasters, and supporting strapwork balconettes of upper windows. Central windows grouped as 3 in slightly advanced channelled stone panel, from which moulded brackets carry balconette linking triple windows above. All first floor windows detailed as to Grosvenor Road elevation. Lower service wing recessed to rear, with hipped roof, side entrance and tripartite sash window above; eaves oversailing on moulded wood brackets. 3 storeyed hipped roof tower beyond is a somewhat later addition. Recessed centre panel to main facade, paired ground floor windows and smaller lights to upper floors.

Interior

Reason for designation

Listed as a well-preserved example of this Victorian Italianate villa style, and for its prominent position on the edge of the town centre.

Group value with the Roman Catholic Cathedral and with No 2 Grosvenor Road.

Cadw : Full Report for Listed Buildings [Records 1 of 1]

APPENDIX G
NO.2 GROSVENOR ROAD LISTING DESCRIPTION

Full Report for Listed Buildings

Summary Description of a Listed Buildings

Reference Number	Building Number	Grade	Status	Date of Designation	Date of Amendment
1831	2	II	Designated	31/01/1994	31/01/1994

Name of Property	Address
NO.2 GROSVENOR ROAD (SE SIDE),,,,,CLWYD,	2 Grosvenor Road

Location

Unitary Authority	Community	Town	Locality	Easting	Northing
Wrexham	Rhosddu			333200	350510

Street Side	Location
SE	Prominently sited on the corner with Regent Street.

Description

Broad Class	Period
Domestic	

History

Built c1870, possibly to designs of J. R. Gummow, the local architect responsible for much of the suburban development of the town in the latter part of the C19.

Exterior

Simplified Italianate villa style. Brick with some ashlar dressings, and slate roof. 2 storeys, 3 window range to entrance front facing Grosvenor Road, with central entrance and advanced outer gables, and 3 window range to Regent Street with advanced central gable. Entrance in narrow central bay, recessed in porch with coupled rusticated and panelled pilasters supporting entablature. Canted stone bay windows in advanced outer gables, with 2-pane full-height sashes; 2-pane sash windows in stone architraves to upper storey, with stone sill band continuing across return elevations. Gables are pedimented by painted modillion cornice, which continues across central bay. Return elevation to Regent Street has pedimented central gable, the cornice continuing across a full-height canted stone bay window which has shallow segmentally arched lights with keystones and bracketted sills. Flanking windows in moulded stone architraves, segmentally arched to ground floor. Opposite return elevation is similar, but without the central bay window. Axial stacks towards rear of advanced gabled wings are both truncated, but rear wall stacks both retain oversailing stone caps.

Interior

Reason for designation

Listed as a good example of the villa building which was such a notable feature of Wrexham's late C19 development, and for its prominent siting on the edge of the town centre.

Group value with No. 1 Grosvenor Road, and with the Roman Catholic Cathedral opposite.

Cadw : Full Report for Listed Buildings [Records 1 of 1]

APPENDIX H

NOS.1,3 & 5, WITH NOS. 56, 58 & 60 REGENT STREET, KING STREET LISTING DESCRIPTION

Full Report for Listed Buildings

Summary Description of a Listed Buildings

Reference Number	Building Number	Grade	Status	Date of Designation	Date of Amendment
1846		II	Designated	31/01/1993	31/01/1994

Name of Property	Address
Nos.1,3 & 5, with Nos. 56, 58 & 60 Regent Street, King Street (W side)	

Location

Unitary Authority	Community	Town	Locality	Easting	Northing
Wrexham	Rhosddu			333218	350482

Street Side	Location
W	On the corner of King Street and Regent Street.

Description

Broad Class	Period
Commercial	

History

Formerly a pair of houses (Wynnstay Buildings), converted to shops c1920, and forming part of the original development of King Street which is said to have been the first residential street formally laid out in Wrexham, by 1828.

Exterior

Brick, rendered to Regent Street elevation, with slate roof hipped over Regent Street return. 3 storeyed, main elevation to King Street is a 6 window range, representing 2 symmetrically designed houses. Each has a central entrance in moulded architrave with brackets to entablature hood. Lower openings modified on conversion to shops and offices, although the original window openings have been respected in No 5. Late C19 shop front to right of No 3, with panelled pilasters carrying heavily bracketted fascia. C20 shop front inserted in left hand side, continuing across Regent Street elevation. Upper windows are all 16-pane sashes, with painted flat arched heads and continuous sill bands. Similar windows in upper storey to Regent Street, the first floor windows altered on conversion (c1920) with the insertion of oriel bay windows, each with sashes with small upper panes. Hipped roof has heavy overhang, and 3 axial stacks.

Interior

In spite of conversion to shops, the building retains a substantial ammount of its original character, including its internal planning and staircases with swept rails and plain spindles.

Reason for designation

A significant and rare survivor of the early expansion of Wrexham with the formation of residential suburbs at the begining of the C19.

Cadw : Full Report for Listed Buildings [Records 1 of 1]


WREXHAM MUSEUM REDEVELOPMENT
WREXHAM COUNTY BOROUGH
MUSEUM & ARCHIVES
ACCESS AUDIT REPORT
NOVEMBER 2021
PURCELL
No2
COURT.
Fire exit
Keep clear

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WREXHAM MUSEUM ACCESS AUDIT REPORT

CONTENTS

1.0 INTRODUCTION 04
FORM OF THE AUDIT 04

2.0 SUMMARY OF ISSUES 05
2.1 ACCESS INTO BUILDINGS 05
2.2 HORIZONTAL AND VERTICAL CIRCULATION 05
2.3 EXISTING FACILITIES 06
2.4 SANITARY ACCOMMODATION 06

3.0 KEY CHALLENGES 08
3.1 SITE CONSTRAINTS 08
3.2 THE EXISTING BUILDINGS 08
3.3 FIRST FLOOR ACCESS 08
3.4 THE EDUCATION FACILITIES 08
3.5 EXHIBITION DESIGN 08
3.6 WAYFINDING AND ORIENTATION 08
3.7 ADDITIONAL SPACE REQUIREMENTS 08

4.0 ACCESS TRACKER AT RIBA WORKSTAGE 1 09

APPENDICES 23
Appendix A: Desk-top Assessment of Building Plans 24
Appendix B: WCB Museum comments from Assistant Learning and Access Officer 26
Appendix C: WCB Museum comments from Front of House Staff 27
Appendix D: 2013 Physical Access Audit Report 32
Appendix E: 2013 Intellectual Access Audit Report 45

1.0 INTRODUCTION

This report documents the findings of the Access Audit undertaken by Purcell, commissioned by hsd on behalf of the Wrexham County Borough Council (WCBC) at the outset of at the project to redevelop the Wrexham County Borough Museum to improve the current offer on the site and to incorporate a new permanent exhibition relating to the Welsh International Football Collection.

The Museum and Archives are located in the County Buildings, a Grade II listed building, located at the junction of Regent Street with St Mark's Road in the centre of Wrexham.

The majority of what are now known as the County Buildings were built as a depot for Denbighshire Militia in 1857. In 1879 the militia moved to a new barracks at Hightown, Wrexham and the building was converted to a county court and a police station. A second court and new entrances were added in 1896.

The police moved to a new Divisional Headquarters at Bodhyfryd in 1976 and the Magistrates court was moved to new premises at Bodhyfryd in 1977. The County Buildings were then used by Wrexham Citizens Advice Bureau and subsequently taken over by Aston College Art Department.

In 1995 Wrexham Maelor Borough Council took over the building and in 1996 the Wrexham County Borough Museum was opened. Subsequently the building has undergone a programme of repair and in 1997 the Satellite building was added to the Museum and in 2010 the extension to the principal façade of the building was added along with a development of the exhibition spaces, both partially funded by the (then) Heritage Lottery Fund.

Inclusive access for all potential users of the building is a fundamental aspect of the Wrexham Museum Redevelopment project brief.

FORM OF THE AUDIT

The focus of the audit is to understand the current shortfalls in the building to providing inclusive access and to understand how the buildings are currently used, to enable a strategy for improvement to be included in the evolving design development.

The starting point is the desktop assessment which was undertaken in August 2021 using the proposed design plans associated with the completed 2010 project, provided by WCBC. The building layout was analysed for compliance with the current legislation, namely:

The Building Regulations 2010

- Approved Document B Fire safety, Volume 2 - Buildings other than dwelling houses
  2006 Edition incorporating 2010, 2013, 2016, 2017 and 2020 amendments - For use in Wales*
- Approved Document K Protection from Falling, collision and impact
  1998 Edition incorporating 1000 and 2010 amendments - For use in Wales*
- Approved Document M Access to and use of buildings, Volume 2 – Buildings other than dwellings
  2004 Edition incorporating 2010 amendments - For use in Wales*
- Amendment to Approved Document M Access to and use of buildings, Volume 2 – Buildings other than dwellings
  July 2020 – For use in England

The desktop assessment was followed by a site verification of the issues identified, undertaken on the 18th of August 2021. All the issues identified are included in the Tracker included in Section 4.00, along with a reference to the relevant legislation.

The following documents were made available and were also reviewed:

- - 2013 Physical Access Audit Report
- - 2013 Intellectual Access Audit REPORT

which include useful material pertaining to the environment, exhibition design and diversifying audiences. These are both included in the appendices, rather than duplication the information in this report.

The findings are summarised in Section 2.00 of the report and the Key Challenges identified in Section 3.00. Conclusions and recommendations are included in Section 5.00.

It is intended that the Tracker included at Section 4.00 can be used as a checklist against which the evolving design can be assessed at each stage from RIBA Workstage 2 through the design process and construction.

The report was issued on in draft on the28th September 2021 to enable the contents to be commented on by the wider project team and project stakeholders prior to its formal issue.

Comments have been received from the following project stakeholders:

- - WCB Museum Assistant Learning and Access Officer
- - WCB Museum Access & Interpretation Officer
- - WCB Museum Front of House Staff.

Where pertinent to access and inclusivity the comments have been incorporated into the report.

2.0 SUMMARY OF ISSUES

2.1 ACCESS INTO BUILDINGS

Key Issues are as follows:

2.1.1 Accessible Parking Bays
The two designated bays located on St Mark's Road are used by blue badge holders not visiting the Museum which needs resolving to ensure visitors who need to use them have access. The removeable bollards are no longer operational and an alternative management regime needs to be put in place to ensure availability.

2.1.2 Setting Down
The current arrangements for setting down for visitors arriving by taxi/ private car and groups/ schoolchildren arriving by minibus or coach are not apparent if arrangements have not been made prior to the visit.

Currently minibuses use the pedestrian forecourt to set down (if needed), coaches set down on the busy Regent Street in front of the building and cars and taxis use the side road which currently is the access to the loading bay, accessible parking bays and the public car park (which is to be redeveloped).

2.1.3 External Ramps
Two of the three external ramps are on means of escape and are currently intended to be used by wheelchair visitors/ users who have transferred to an Evac chair. These ramps are not compliant in terms of the gradient and doors swinging over the ramp. This is owing to the difference in internal and external levels and the layout space available.

The third ramp is the access into Store 01 of the Archive and is the sole entrance to this accommodation and is also non-compliant. The need for review will depend on the final use.

2.1.4 External Surfaces
Uneven surfaces within the site need to be rectified as part of the maintenance regime. Those occurring in the pubic highway need to be notified to the Local Highways Authority.
The dished drainage channel and gulley lids on the forecourt were raised in the previous audit as a trip hazard, but no issues have been reported by staff, suggesting they have not been an issue. Their retention in any developing design should be reviewed.

2.1.5 Cycle Rack Provision
Staff report the three cycle stands are rarely used by Museum visitors, however consideration should be given to provision to enable use by hand cycles.

2.2 HORIZONTAL AND VERTICAL CIRCULATION

2.2.1 Door Widths
A good proportion of the existing doors at ground and first floor level have a clear opening width of less than 750mm, which is the minimum allowable in existing buildings by Approved Document M. Also, in majority of situations, the nib at the leading edge of the door is inadequate or non-existent (300 mm prescribed), making independent access difficult.

At present most of the public exhibition and archive spaces are accessible, but it precludes compliant access into the Education/ Event Space, and the Back of House (BoH) and staff areas.

2.2.2 Corridor Widths and Manoeuvring Space
A good proportion of the existing corridors at ground and first floor level have a clear opening width of less than 1200mm, which is the minimum allowable by Approved Document M.

At present most of the public exhibition and archive spaces are accessible, but it precludes compliant access into the Education/ Event Space, and the Back of House (BoH) and staff areas.

The narrow corridor width between the museum and the satellite building makes wheelchair access between them impossible at first floor level, without using the lift as an access corridor.

The combination of narrow door widths, lack of 300mm at the leading edge of doors, narrow corridor widths and lack of turning space (1500mm diameter) renders the first floor unusable for anyone in a wheelchair or with buggies.

2.2.3 Existing Staircases
There are 4 staircases serving the museum (Stairs 1, 2, 3) and satellite building (Stair 4). Stair 1 is the principal stair in the listed building.

Stair 1 and Stair 4 are currently used as means of escape, but only Stair 4 can be used with an Evac Chair as Stair 1 has winders making its use impossible as a means of escape. The refuge for Stair 4 is adjacent to the lift in the link and at some distance from the stair. Stair 4 was constructed in 1997 and is no longer compliant with the Part M of the Building Regulations.

Stair 2 and Stair 3 were constructed with the Courtrooms to give direct access to the public from the forecourt and are relatively generous in their dimensions as they were intended to serve substantial numbers of people. They are not compliant, but their use should be reviewed as amendment may make them as acceptable means of escape for wheelchair users as well as the public may be possible and would increase the numbers able to access the first floor.

2.2.4 Stepped Thresholds

There are a number of single steps which occur at door thresholds at first floor of the original building. These are not compliant with the Building Regulations and prevent ease of access for wheelchairs and buggies, as there is insufficient space to allow the creation of a ramp to overcome the change of level.

These should not be included on public routes or BoH areas where feasible.

A review of access routes and circulation is needed to overcome these changes in level in an inclusive way.

2.2.5 Internal Ramps

In one instance a change of level at first floor level has been overcome by the installation of a ramp. The gradient at 1:12 is the maximum permitted, but it is no longer compliant as no handrails have been fitted.

This should be amended or not included in an accessible route if possible.

2.2.6 Stepped Access to Turret Rooms

The turret rooms have two steps at the threshold of the access door. The size of the rooms prevents these being made accessible. These can be used for storage or used as part of an exhibition space, viewed from the higher floor level of the adjacent room.

2.2.7 Lift

The current lift is compliant with the regulations, but it is located at the back of the museum building. Users are required to navigate through the main exhibition space to find it, making orientation in the building difficult.

2.3 EXISTING FACILITIES

2.3.1 Museum Entrance (Reception/Shop/Café)

The new glazed entrance is constructed of materials with hard surfaces, and it is reported that this is uncomfortable to use for conversations because of the long reverberation time. The impact on users has not been reported otherwise.

2.3.2 Café

The Café servery level addresses wheelchair access, but visual contact is partly obscured by the glass display unit, because if its modest width. The cafe is a successful enterprise and it may be possible to improve provision in the proposals.

There is no induction loop fitted in the servery.

2.3.3 Education and Event Space

The route from the lift to the first floor location of the Education and Event Space makes it inaccessible for a substantial number of potential users requiring access for wheelchairs and buggies. An induction loop has been installed in this space. The number of users is currently limited to 50, presumably because of restricted means of escape.

Perversely, there are three accessible WCs at first floor level adjacent to the lift.

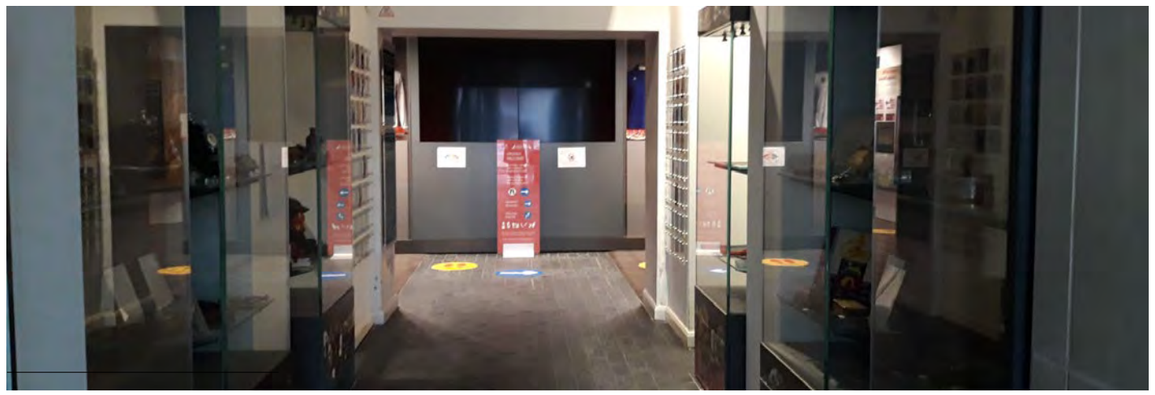
The need to improve access and location was raised as a priority for the project in the SWOT analysis of the buildings.

2.3.4 BoH/ Staff areas

The majority of the BoH are and staff areas are not accessible owing to the cellular nature of the accommodation these uses occupy. This inhibits inclusivity in staff and volunteer recruitment.

2.3.5 Exhibitions

Given the relatively small area of exhibition space currently available, there is a diverse offer of communication techniques used to communicate the content of the exhibitions. This should be continued in the design of any future exhibitions to promote inclusivity.



Route through galleries to lift and WCs

2.4 SANITARY ACCOMMODATION

2.4.1 Ambulant disabled

Currently there are no compliant ambulant disabled cubicles provided in the single sex sanitary accommodation and this should be addressed in any re-planning of the areas.

2.4.2 Family Room

The Family Room (baby change facilities are currently located in the ground floor wheelchair accessible unisex toilet. The baby change unit is not at a height suitable for wheelchair users. This needs to be addressed.

The combined use of accessible toilets for baby-changing is not recommended. It can limit the availability of a toilet for disabled people, who have the same and often more urgent needs to use a toilet as non disabled people. Litter can also compromise the health and safety of disabled users and the large waste disposal bin restricts wheelchair manoeuvrability within the cubicle.

Consideration can be given to separating out these two functions in any developing design.

2.4.3 First Floor Wheelchair Accessible Unisex Toilet

The first floor wheelchair accessible unisex toilet adjacent to the lift is virtually unusable, because of the narrow corridor width outside. The door swing into the corridor creates a hazard for all building users.

2.4.4 Changing Places

There is currently no Changing Places provision within the building. This has recently become a requirement of Part M for public buildings with an occupancy of 350 people or more. It is unlikely that the development of the museum will ever generate this level of usage and given the space constraints in the buildings and the site it will be difficult to achieve. However consideration should be given to the provision of a Changing Places provision in the wider context of the town centre.

2.4.5 All Gender Sanitary Accommodation

The provision of all gender sanitary accommodation (individual WC cubicles with hand basin) is not currently a statutory requirement; however, it is likely to become the subject of future legislation. Consideration should be given to the provision of all gender sanitary accommodation to improve inclusivity.

2.4.6 Improved Hygiene

The majority of the WCs on site are provided with seats without lids.

In a post COVID world, consideration could be given to the provision of WC seats with lids to prevent the spread of germs when flushing, where no other issue is considered to take precedence.



Wheelchair accessible WC with baby change facilities

3.0 KEY CHALLENGES

3.1 SITE CONSTRAINTS

The location of the Museum on a relatively small plot in the centre of the town will constrain the space available for redevelopment and extension. This and planning considerations will limit the space available for expansion to alter existing or accommodate additional facilities to become compliant with the Regulations and meet best practice.

Any proposals to alter or develop of the forecourt, including any amendment of levels will be constrained by the levels at the back of the public pavement at the boundary and the existing internal levels at ground level, along with consideration of Highways requirements.

Any proposal for development on the site will need to consider the townscape of Wrexham, and particularly the setting of the adjacent St Mark's Cathedral.

3.2 THE EXISTING BUILDINGS

The Grade II listed status of the museum buildings and the relative significance of the fabric will temper the level of acceptable change permissible in any redevelopment project.

The buildings were designed around an external courtyard so at ground floor level access into the accommodation is accessed directly from this central area and first floor accommodation is accessed from a series of small staircases to individual areas, so generally the first floor corridor spaces have been inserted. These are restricted by the narrow width of the existing doors.

The listed status is also likely to impact on the range of acceptable materials and finishes which will be acceptable in this listed environment.

3.3 FIRST FLOOR ACCESS

The majority of the first floor accommodation is not accessible at present. Given the limited availability of space for expansion within the site it is important that these areas can reach their potential.

As stated, the existing layout at first floor level is problematic because of level changes and pinch points in the existing layout.. Overcoming these issues to maximise the potential of the first floor accommodation to create an inclusive design will be challenging, but achievable.

3.4 THE EDUCATION FACILITIES

The current education offer is not accessible by a substantial proportion of potential users, and it is vital that this as addressed to create an inclusive environment in any redevelopment project. Refer to Appendix B for details of the current constraints to use.

The only event space available is the Education Space and therefore has the same issues.

Successfully addressing this issue and providing inclusive access to education and events facilities will be a key challenge within the project.

3.5 EXHIBITION DESIGN

The design of any future exhibitions should continue to include a diverse offer of communication techniques used to communicate the content of the exhibitions to promote inclusivity and maximise the potential for new visitor groups.

In addition to this, careful consideration needs to be given to lighting levels, colour, texture and sound absorbency of the materials used in the exhibition designs/ spaces (and indeed throughout the project) to create a comfortable environment for the most diverse array of potential visitors.

The 2013 Intellectual Access and Physical Access Audit Reports were undertaken after the completion of the 2010-2011 development at the Museum and contain advice relating to the exhibition offer and audiences to promote inclusivity These are included in the appendices.

3.6 WAYFINDING AND ORIENTATION

The Museum signage was updated as part of the 2010-2011 redevelopment, but all responding staff report the issue of visitors not being able to find their way around the building.

This is partly because stairs and lifts and toilet provision are all currently located beyond the gallery spaces, making it difficult to navigate.

The developing proposals should place orientation and wayfinding at the heart of the design to make it easy for all audiences to navigate their way around the building independently.

3.7 ADDITIONAL SPACE REQUIREMENTS

The redevelopment of the Museum to improve and expand the exhibition spaces will inevitably put pressure on the ancillary spaces. However, it is important that there is adequate storage for furniture and equipment to ensure that these items do not impinge on public spaces where they can become a hazard for those with mobility issues or impaired vision.

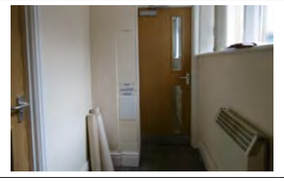
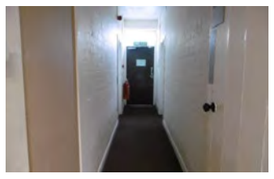
Likewise, it is essential that there is adequate provision of secure for wheelchair and buggy parking, whether internal or external. If provision is modest then this will have to resolved by management.

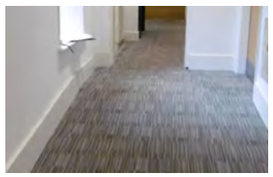
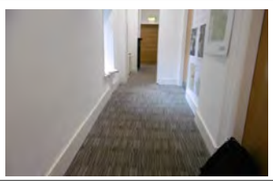
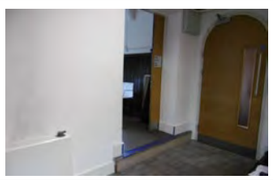
4.0 ACCESS TRACKER AT RIBA WORKSTAGE 1 (ACCESS AUDIT)

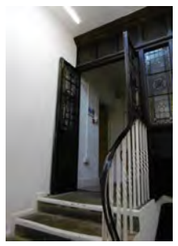
	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.1	**ACCESS INTO BUILDINGS**				
4.1.1	Accessible car parking spaces are within 50m of the principal entrance. The parking bays are on a gradient of 1 in 24. Levels are determined by the existing internal floor level and the existing pavement levels of the public highway and therefore can't be amended. The Museum reports that it is being used by non-visitors and that collapsible bollard sockets became filled and non-operable. Bay markings are not compliant with Part M signage to be in accordance with BS 8300.		NA	Approach to entrance AD M for Wales, 1.13, p25 Car Parking Spaces AD M for Wales 1.18 p27, Diagram 2	Check size is compliant with Regs Review requirements in developing proposals
4.1.2	Coaches currently park up outside on Regent Street and unload pupils onto the forecourt. By prior arrangement, minibuses are allowed onto the forecourt when there are special requirements: people with disabilities, people with learning difficulties. Visitors arriving coming by taxi are dropped off on St Mark's Road. Highways were very keen to limit access and egress by vehicles from the forecourt in 2010-11 as people turning into the forecourt was viewed as a hazard.		NA	AD M for Wales 1.18 e) p27	Ensure appropriate arrangements are made for clearly sign-posted setting down within any proposals. Review with WCBC who own the adjacent car park regarding shared provision and set-down areas.
4.1.3	Level approach to principal entrance and café Currently compliant. The previous access audit identifies concern regarding the open drainage channels on access routes. Drainage/gulleys are a potential trip hazard, but no issues have been reported.	 	NA	AD M for Wales 0.13 p18 Gradient > 1in 20, 1.5m wide, free from obstructions to 2.1m with passing places (1.8W x 2.0L).	Review requirements in developing proposals

4.1.4	Cycle racks 3no. cycle racks have been provided which meet current requirements. (Staff report them barely being used by visitors but this is likely to change in future years.)		NA		Review requirements in developing proposals for hand bikes.
4.1.5	Ramps into Museum Rear Access R0.31: External ramp has a gradient of 1:6.4 and is non-compliant in terms of gradient and the door swinging over the ramp.		NA	AD M for Wales 1.26, p28	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated.
4.1.6	Ramps into Satellite Building R0.52 & R0.53: External ramp has a gradient of 1:6.7 and is non-compliant in terms of gradient and the door swinging over the ramp.	 	NA	Approach to entrance AD M for Wales, 1.13, p25	Review requirements in developing proposals
4.1.7	Broken paving slabs/uneven surfaces to public highway.		NA	Approach to entrance AD M for Wales, 1.13, p25	Report to LA Highways

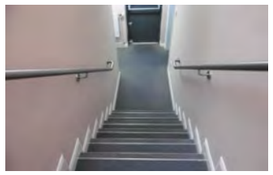
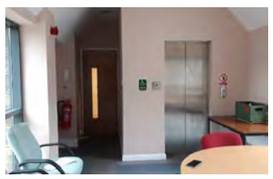
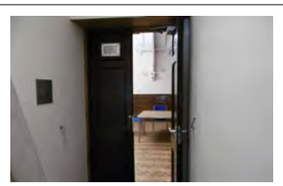
	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.1.8	Moss & leaves creating a potential slip hazard	 This is 20211006-163855 but clearly not right.	NA		Review requirements in developing proposals Ensure regular maintenance to ????
4.2	**ENTRANCES AND WELCOME**				
4.2.1	Main Entrance Automatic double doors, outward opening with external guardings. Currently compliant.		NA	AD M for Wales 2.10, p36 & Table 2, p37	Review if developing proposals alter the current arrangement.
4.2.2	Entrance into Café Automatic single leaf door, outward opening with external guardings. Currently compliant.		NA	AD M for Wales 2.10, p36 & Table 2, p37	Review if developing proposals alter the current arrangement.
4.2.3	Reception Desk Dual height reception desk to provide wheelchair use. Currently compliant		NA	AD M for Wales 3.6, p42	Review if developing proposals alter the current arrangement, include staff circulation requirements.

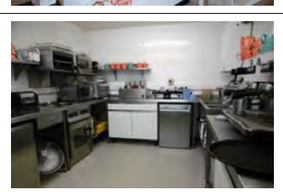
	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.3	**HORIZONTAL CIRCULATION**				
	Ground floor				
4.3.1	External doors <750mm wide Stair 2 R0.46 Stair 3 R0.05 Not compliant		NA	AD M for Wales 3.10, p43, Table 2, p37 Diagram 9, p38	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated.
4.3.2	Internal Doors <750mm wide R0.17 Office R).34 External Store R0.35 Chair Store R0.37 WC R0.44 WC		NA	AD M for Wales 3.10, p43 Table 2, p37 Diagram 9, p38	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated.
4.3.3	Ground Floor Corridors <1200mm R0.09 R0.26 Lobby R0.31 (note: Fire extinguisher makes width 850mm) R0.38 R0.41 Lobby R0.42 Lobby R0.52		NA	AD M for Wales 3.14, p44	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated.

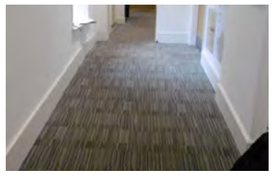
	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
	First floor				
4.3.4	Internal Doors <750mm wide R1.06 WC R1.08/ R1.15 Document Store (RFRC)/ Multipurpose Room R1.10 Stair 1 R1.11 Education Store R1.17/ R1.21 Corridors R1.25 Document Store (RFRC)		NA	AD M for Wales 3.10, p43, Table 2, p37 Diagram 9, p38	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated.
4.3.5	First Floor Corridors <1200mm R1.12 R1.17 R1.21 R1.24		NA	AD M for Wales 3.14, p44	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated.
4.3.6	First Floor ramps R1.12 1860mm L ramp @ 1:12; gradient is compliant; no handrails provided.		NA	AD M for Wales 3.53, p52	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated.
4.3.7	First Floor stepped thresholds without alternative means of access to the accommodation R1.04 Office R1.08 Multipurpose Room R1.15 Multipurpose Room Single steps are not compliant		NA	AD M for Wales 3.51, p51 (1.33, p30)	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated.

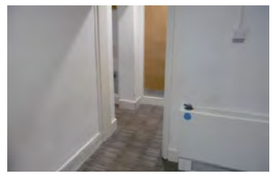
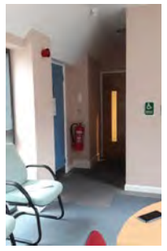
	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.3.8	Corner Turrets R0.55 R0.56 R1.26 R1.27 Stepped threshold at doors, which are <750mm wide Not compliant		NA	AD M for Wales 3.10, p43 AD M for Wales 3.51, p51 (1.33, p30)	NA – cannot be made accessible
4.4	**VERTICAL CIRCULATION** NOTES: 1. Abbreviations used in this section: T=TREAD R=RISER W=WIDTH HRH = HANDRAIL HEIGHT HRW= HANDRAIL WIDTH				
4.4.1	STAIR 1/ R0.40 + R1.10 T= 290 mm R=155/160 mm x 18 W=1230 mm HRW=1110 mm HRH= 810 mm (internally/ original) HRH= 900 mm (externally) Currently the principal access stair to the first floor. Original dual swing door is wedged open (original and non-fire rated). Fire enclosure formed by modern fire doors at first floor and screen at ground floor. Treads and risers are compliant with AD K & AD M, but number of risers to a flight, tapered treads and handrail provision is not. Layout includes winders, so can't be used by evac chair, ie can't be used as a means of escape compliant with AD B	 	NA	AD B for Wales Table 4, p59 5.7-5.9, p71 Tables 20 & 21, p 72 - 73 AD K for Wales 1.3, p10 Table 1, p10 1.13, p13 AD M for Wales 3.51, p51 (1.33, p30)	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated, eg by management/ fire risk assessment.

	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.4.2	STAIR 2/ R0.46 = R1.02 T=250 mm R=170 mm x 18 W=1210 mm HRW=1140 mm HRH= 770 mm (internally/ original) HRH= none (externally) Double doors at ground and first floor are 550mm and do not meet requirements Treads and risers are compliant with AD K & AD M, but number of risers to a flight and handrail provision is not. No refuge space for wheelchairs not compliant with AD B			AD B for Wales Table 4, p59 5.7-5.9, p71 Tables 20 & 21, p 72 - 73 AD K for Wales 1.3, p10 Table 1, p10 1.13, p13 AD M for Wales 3.51, p51 (1.33, p30)	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated, eg by management/ fire risk assessment.
4.4.3	STAIR 3 Main flight T=250 mm R=170 mm x 19 W=1360 mm HRW=1190 mm HRH=770 mm (internally/ original) HRH=900 mm (externally) Top Flight T= 250 mm R= 185/ 190 mm x 2 W=1360 mm Not Part M but part K compliant Fire door on top flight swings over landing. Double doors at ground floor are 620mm and do not meet requirements. For the main flight risers are compliant with AD K & AD M, but the tread length, number of risers to a flight and handrail provision is not. The top flight is not compliant with AD K & AD M. No refuge space for wheelchairs not compliant with AD B		NA	AD B for Wales Table 4, p59 5.7-5.9, p71 Tables 20 & 21, p 72 - 73 AD K for Wales 1.3, p10 Table 1, p10 1.13, p13 AD M for Wales 3.51, p51 (1.33, p30)	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated, eg by management/ fire risk assessment.

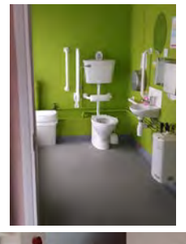
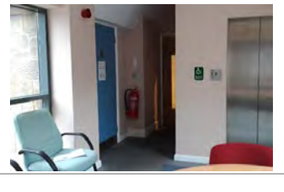
	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.4.4	STAIR 4 T=260 mm R=180/ 185 mm x 16 W=1090 mm HRW=890 mm HRH= 900 mm (internally) HRH= 900 mm (externally) It is assumed that this stair was compliant with regulations when constructed, but are now no longer compliant with AD K & AD M. The refuge space is outside the protected lobby (Currently adjacent to lift in R1.21). Ground Floor exit door discharges to a non- compliant ramp.	  		AD B for Wales Table 4, p59 5.7-5.9, p71 Tables 20 & 21, p 72 - 73 AD K for Wales 1.3, p10 Table 1, p10 AD M for Wales 3.51, p51 (1.33, p30) 1.19 – 1.26, p28 Table 1, p28 Diagram 3, p29	Check against proposals, should not be used on public routes, or means of escape unless amended to be compliant or non-compliance mitigated, eg by management/ fire risk assessment.
4.4.5	LIFT R0.25 + R1.20 LIFT CAR= 1100W x 1400L Lift car is compliant with AD M. Lift is at the back of the building and not immediately apparent. Pinch point @ access to corridor 890mm on both ground floor and first floor.			AD M for Wales 3.34, p48	

	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.5	**FACILITIES** NOTES: 1. Abbreviations used in this section: BOH = Back of House areas				
4.5.1	Reception/ Shop An induction loop has been fitted for those with impaired hearing. It is noted that the hard surfaces make it a difficult place to listen whereas the galleries are much better places for communication as there are some sound absorbing surfaces.		NA	AD M for Wales, 4.1, p53 4.36, p62	Review requirements in developing proposals to ensure inclusive design
4.5.2	Café Servery Servery width is compliant but vision is slightly obscured by the glass display on the servery.		NA	AD M for Wales, 4.1, p53 4.3, p53	Review requirements in developing proposals to ensure inclusive design.
4.5.3	Café Servery An induction loop is not fitted to benefit those with impaired hearing.It is noted that the hard surfaces make it a difficult place to listen.		NA	AD M for Wales, 4.1, p53 4.36, p62	Review requirements in developing proposals to ensure inclusive design.
4.5.4	Café Kitchen No provision for staff requiring wheelchair access		NA	AD M for Wales, 4.1, p53 4.3, p53	Review requirements in developing proposals to ensure inclusive design

	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.5.5	Café Staff Area No provision for staff requiring wheelchair access	 	NA	AD M for Wales, 4.1, p53 4.3, p53 5.10, p65 Diagram 18, p67 Diagram 22, p72	Review requirements in developing proposals to ensure inclusive design
4.5.6	Ground floor entrance levels Control of light levels in link corridor between entrance and gallery space to allow adjustment.		NA	Applicable to all building users	Review requirements in developing proposals to ensure confort and inclusive design
4.5.7	BOH/ Staff Areas Narrow corridors not compliant for wheelchair access to encourage more inclusive appointment of staff, no wheelchair access to staff WCs		NA	AD M for Wales 3.14, p44	Review requirements in developing proposals to improve

	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.5.8	First Floor Education/ Events Space R1.01 Corridor arrangement at FFl too narrow to enable wheelchair access from the FFl lift to the space, preventing use.		NA	AD M for Wales 3.14, p44	Review requirements in developing proposals to improve
4.5.9	First Floor Collections Space Connecting corridor between Museum and Satellite building is too narrow for wheelchair access		NA	AD M for Wales 3.14, p44	Review requirements in developing proposals to improve
4.5.10	Museum Exhibitions Across the displays different arrangements have been made depending on the nature of the displays.Some films have BSL to accompany the narration, some films have subtitles. There are headsets for the hard of hearing to access the audio in Gallery 1, but infrequently used.		NA	AD M for Wales, 4.1, p53	Review requirements in developing proposals to ensure inclusive design.

	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
	Museum Exhibitions (Cont'd) Changing Technologies was designed to provide some opportunity for touching objects but being squeezed into a spare corner has rendered it ineffective. In the past there has been a handling collection trolley in Gallery 1, but only a limited number of volunteers were keen on staffing the trolley. It was popular when it was on offer. There have also been handling collection opportunities in Gallery 3 depending on the nature of the exhibition since some themes lend themselves to such displays and there are handling collections available. The 2001-10 Brymbo Man display had a braille label and booklet. The Brymbo Man facial recon done in bronze resin to enable touching. Labelling in Gallery 3 is usually at point 18 or 20. Large print label booklets are available for visitors. Making the graphic texts clear and concise for Welsh and English speakers, both the clear sighted and the visually impaired is challenging.				
4.5.11	Education/ Event Space An induction loop has been fitted for those with impaired hearing		NA	AD M for Wales, 4.1, p53 4.36, p62	Review requirements in developing proposals to ensure inclusive design.

	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.6	PUBLIC SANITARY ACCOMMODATION				
4.6.1	Public WCs No ambulant disabled provision within Museum	NA	NA	AD M for Wales, 5.11, p68	Review requirements in developing proposals
4.6.2	Accessible WC R0.29 Includes the Family Room provision which should be accessible. Family Room facilities should be separate. The combined use of accessible toilets for baby-changing is not recommended. It can limit the availability of a toilet for disabled people, who have the same and often more urgent needs to use a toilet as nondisabled people. Litter can also compromise the health and safety of disabled users and the large waste disposal bin restricts wheelchair manoeuvrability within the cubicle.		NA	AD M for Wales, 5.5, p64	Review requirements in developing proposals
4.6.3	Accessible WC R1.22 Cubicle meets regulations but external door swing on narrow corridor is a hazard and it can only be approached from the Satellite Building	 	NA	AD M for Wales, 3.14, p44	Review requirements in developing proposals

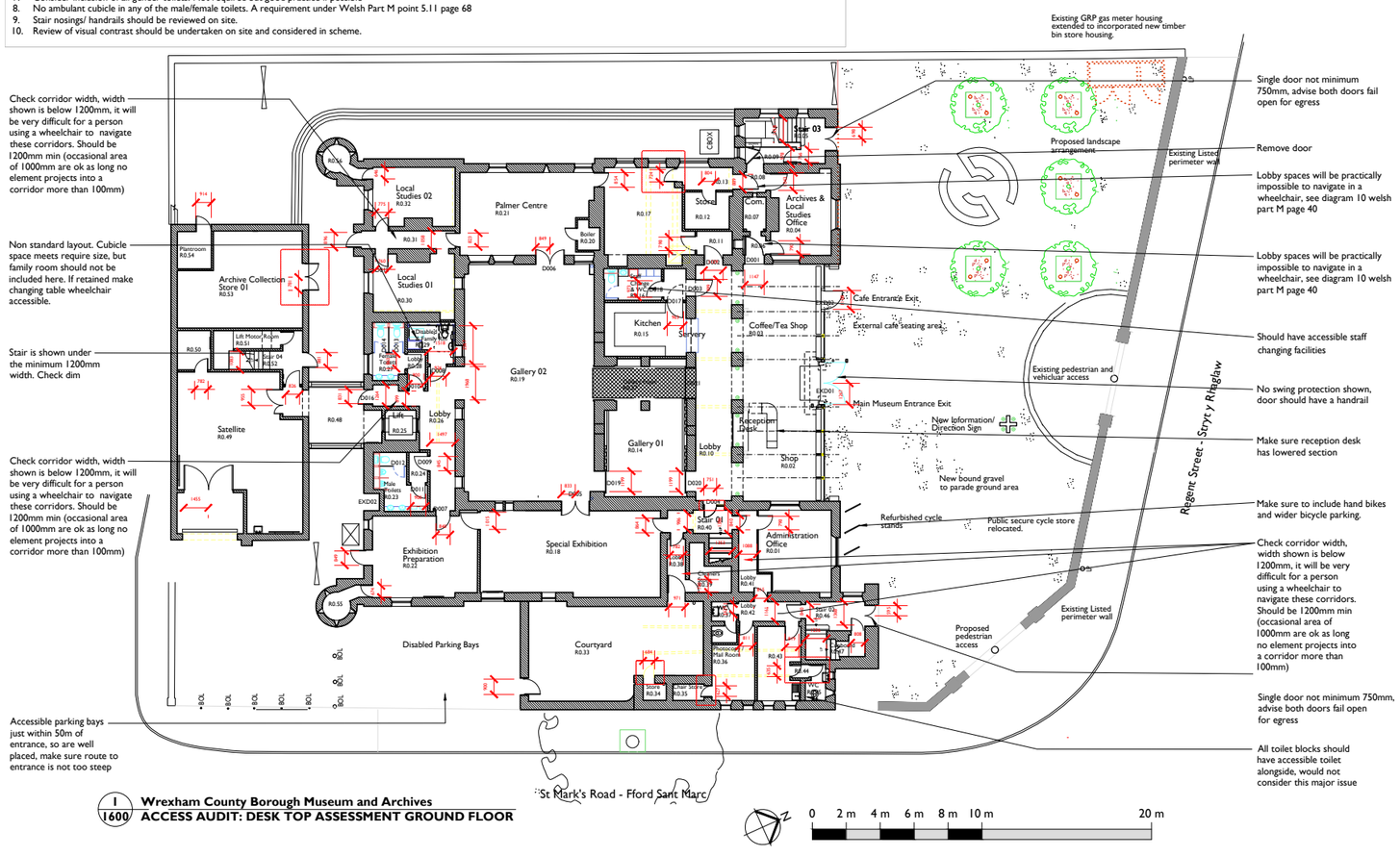
	EXISTING ARRANGEMENT	ILLUSTRATION	PROPOSALS	GUIDANCE AD M, AD K, DFA, BS8300:2018-2	FURTHER ACTION/ STATEMENTS WHERE DIVERGENCE FROM
4.6.4	Changing Places No provision of facilities	NA	NA	Requirement for new public buildings with capacity for over 350 people. NLHF advises inclusion.	Review requirements in developing proposals
4.6.5	All Gender Wcs No provision	NA	NA	Not currently a requirement but considered best practice	Review requirements in developing proposals

APPENDICES

APPENDIX A: DESK-TOP ASSESSMENT OF BUILDING PLANS

General Notes:

1. Doors should be minimum 750mm and ideally 800mm. Tight doors are marked with revision clouds, but key doors should be checked. Door ironmongery will need to be considered.
2. Many doors missing 300mm leading edge, this should also be checked.
3. Some projecting doors may also need edge protection rails to avoid collisions. Thickness of walls can also be a barrier to access so it is worth noting any doors with particularly deep reveals.
4. Check doors don't have raised thresholds (should be 15mm max)
5. Currently there is no changing places toilets within the building. If capacity is over 350 people it would be required in a new build, so is a discussion with client.
6. Accessible toilets meet part M regs on plan for the most part, equipment will need to be checked on site (layout diagram 18 page 67). May not meet future guidance as they only just meet requirements
7. Consider inclusion of all gender toilets. Not required but good practice if possible
8. No ambulant cubicle in any of the male/female toilets. A requirement under Welsh Part M point 5.11 page 68
9. Stair nosings/ handrails should be reviewed on site.
10. Review of visual contrast should be undertaken on site and considered in scheme.



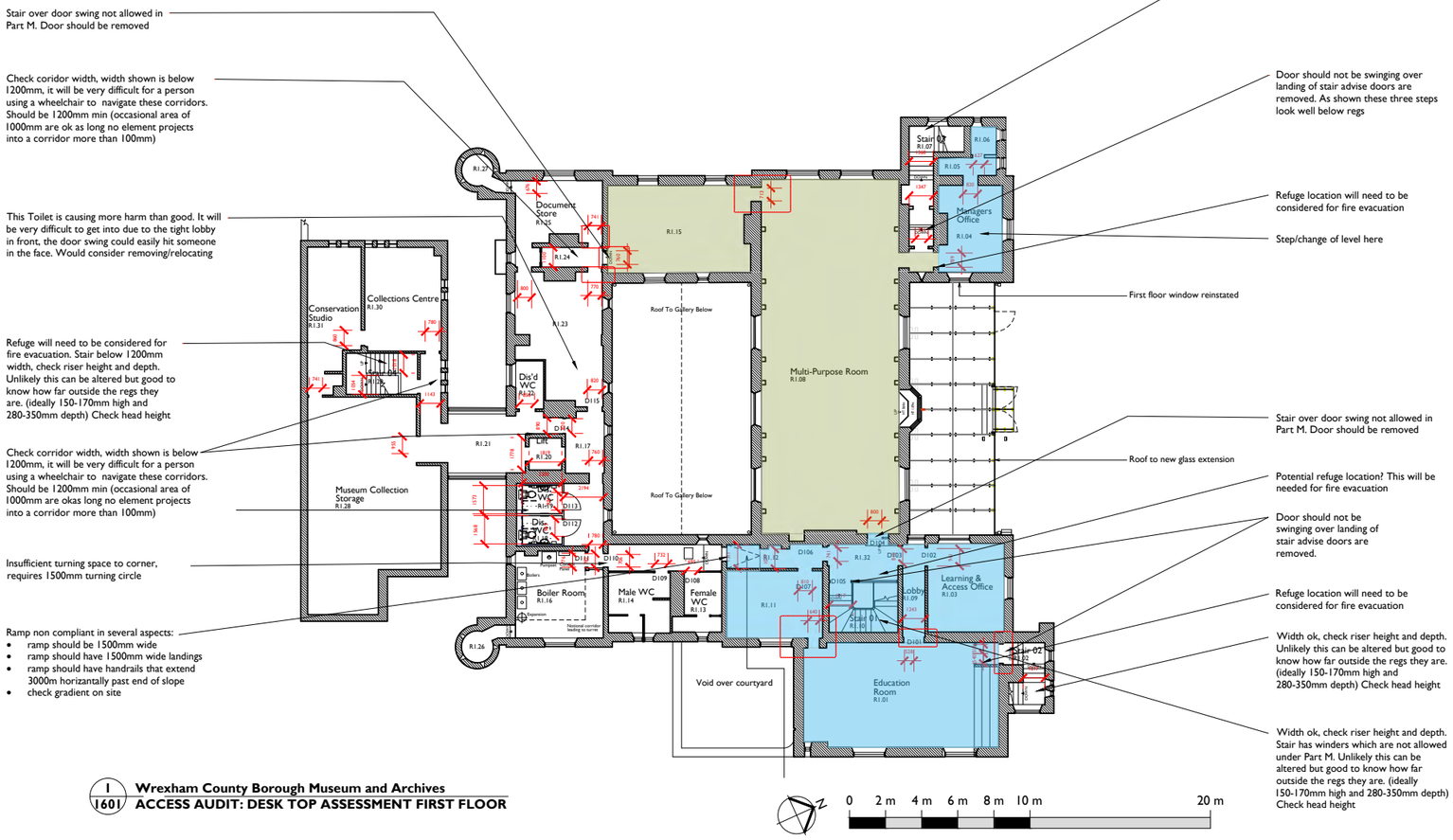
1/1600 Wrexham County Borough Museum and Archives
ACCESS AUDIT: DESK TOP ASSESSMENT GROUND FLOOR

General Notes:

1. Doors should be minimum 750mm and ideally 800mm. Tight doors are marked with revision clouds, but key doors should be checked. Door ironmongery will need to be considered.
2. Many doors missing 300mm leading edge, this should be checked.
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9. Stair nosings/ handrails should be reviewed on site.
10. Review of visual contrast should be undertaken on site and considered in scheme.

Key:

- First Level Change
- Second Level Change



1 Wrexham County Borough Museum and Archives
1601 ACCESS AUDIT: DESK TOP ASSESSMENT FIRST FLOOR

APPENDIX B: WCB MUSEUM COMMENTS FROM ASSISTANT LEARNING AND ACCESS OFFICER

Wrexham Museum

Learning Delivery & Space Irritants!

- Location

Feels very apart from museum. Difficult to find even when signposted by staff / volunteers. Lift at rear of building and corridors narrow for pushchairs and wheelchair users to manoeuvre. No pushchair parking downstairs and they do take up a lot of space in learning room, especially with additional paraphernalia and shopping inevitably brought in by grown ups.

- Facilities

Lack of close sink facilities for visitors to clean up after a messy play session which can involve paint and/or clay. Visitors have to either clean using wet wipes (we use up so many and we're conscious of environmental impact), or trek to the other end of the museum to wash in a small sink in an accessible toilet. Also difficult when cleaning / mopping up after sessions due to one sink at the level it is.

No plumbing for a washing machine. We have a large amount of costumes for pupils to try on which inevitably get dirty. Learning Officer has to take them home to wash and dry along with tea towels and cloths which are used to wipe down, clean tables, dry up cups, plates, cutlery after meetings or sleepovers.

- Sound

Sound carries and with 40 pupils can be very noisy. Noise can also be heard in offices next door and directly beneath, distracting staff.

- Ventilation

Windows don't open. Rear door and main entry door off corridor only ways for fresh air to enter. Can be a hazard when toddlers want to run free!

- Heating

Boiler controlled and comes from ceiling. Extremely loud and to heat up the room during autumn & winter can take up to two hours. No thermostat.

- Cleaning

Difficult room to clean. High ceilings and windows, gaps in flooring between floor and walls which attract bits of food, dust, pins, sharp objects so very much a hazard.

- Blinds

Broken and not fit for purpose. Hard to control lighting levels.

- Conflict

Primarily a learning room but used for staff meetings, events (bands, Museum Friends talks etc.), and hired out. Cleaner not contracted to clean this particular room so left to Learning Officer to clean. Regular conflict of room not being cleaned after events and left so Learning Officer has to come in early to ensure sugar and dress pins are hoovered up especially if baby / toddler event on.

Room is booked in blocks by Learning Officer to ensure sole use, but often overridden for use by Friends or paying room hire customers.

Difficult to 'block off' areas such as computer and steps for baby and toddler sessions. Walking toddlers like to explore and hard for them to understand why area is cordoned off by chairs. Some grown ups not as aware of their child's location as others, so hard for staff and volunteers to direct or at times physically move child out of harms way.

Difficult to communicate from learning room with FOH staff downstairs. Some sessions can get very busy so there may be a short delay. Volunteers or staff have to rush down to inform FOH, who, if busy, can miss families as they stride towards the lift or stairs, resulting in disappointment when they're asked to wait until there is a space. Walkie-talkies exacerbated the issue when trialled.

- Storage

Chairs and tables stored within the room, looks messy, and have to be removed for certain events. Whilst there is a learning storage room off the space, it is full and not very well designed. Also houses the boiler so often find room hirers in there searching for a thermostat to turn heating off or down. When store is locked can be problematic as FOH staff cannot leave desk so if Learning Officer not in, up to other staff to go in and switch off.

No storage, lockers, or hooks for pupils to store their belongings. Usually placed on steps at rear of room which is chaotic at start and end of session/s.

APPENDIX C: WCB MUSEUM COMMENTS FROM FRONT OF HOUSE STAFF

Front of House comments on Access

Blue - FoH (1)
Black - FoH (2)
Purple– FoH (3)
Maroon – my comments

The Reception Desk needs to have access on both sides: currently we can only enter and exit from one end which means that we have to walk the whole length of the desk to reach the café side. *[This is an issue when FoH staff help in the café, however it is a point of contention whether staff should leave the reception empty and help in the café.]*

- The access and exit on Reception needs some kind of gate, so that it can't be entered by members of the public

Agreed. It also confuses customers when we have to jog around the desk to do anything. Make it look like we are leaving.
A gate or barrier like at BHC is needed. The desk needs to be closed so that customers can't just wonder behind it to where the keys and money is kept. Which does happen regally.
(also PLEASE no white desk. It looks dirty no matter how much we clean it!)
Agreed! *[The desk at BHC had a section that staff could lift up and exit. Staff could lift up the top, secure and then open the door underneath and leave. Did work well at BHC. It could work by the pillar on the left hand side of the desk.]*

- The printer is located in the Print Room, some distance from the desk. It would be better if it was sited closer to Reception so that we don't have to leave the area to collect printing and carry out photocopying.

We regularly have to leave the desk completely unattended if we need to print or scan anything.
Also Pigeon holes. We used to use them all the time, but being in the print room means they never get looked at now. As we are the buildings reception as well as FoH It would make things easier if we had staff pigeon holes at the desk again. As we still take in mail, forms, items ect and they just get dumped in a pile.
The setup that we had before the refurbishment, with the printer, pigeon holes, staff signing in sheets, safe etc. all in one room near to reception was useful. It was a central place that everyone would check in to at some point in the day, so we could drop off messages and mail in there and people would be guaranteed to get them, and we could get there without leaving the desk unattended for extended periods of time. *[No one has a printer adjacent to their desk any more – WCBC policy to limit the number of printers and the amount of printing on economic and environmental grounds. The pigeon holes are rarely used now because a) the council no longer has an internal courier system and b) very little communication is via mail. Everyone currently has to sign in and out at the reception desk so I am not sure why people can't collect any messages from there. No one is meant to exit via other doors during the working day.*

- General noise/poor acoustics in the café/reception area can make answering the phone and dealing with enquiries difficult

I find this really hard to deal with sometimes! Face coverings and the fan heater above the main entrance make this even more difficult, and it causes problems for visitors who are hard of hearing or experience auditory processing issues too.
[Totally agree. I don't take any calls at reception if I can avoid it. Perhaps a phone headset system could help or some sound absorbing design.]

- Uneven floor behind Reception: chair wheels get stuck

The uneven floor leading into the museum has also caused problems at times for deliveries and customers with problems walking.
Yeah, the slate/ flagstones look very nice, but we've had numerous issues with wheels from prams and trolleys getting stuck on them, and people's footwear getting caught on them (people who have difficulties walking have problems with them, as do people wearing sandals in the summer months, I find!)

There is also an issue with the electrical sockets in the shop area (near the end of the reception desk). One of them in particular sticks out of the floor a fair way, and numerous people have caught their feet on it, sometimes flipping the cover open as they do so.
[The floor sockets are a trip hazard and have been since 2011. The flagstones add to the atmosphere of the loggia, but inevitably some people struggle as the do walking around any outdoor or public space.

- Lack of storage space: things have a tendency to be dumped on the cupboard area at the back.

For a desk that is so Looonnnnggg, it has very little storage at all!
A smaller desk with more drawers would give us more room to store stock and provide the potential for more shop space.
Also see point about pigeon holes.
The storage space is something we brought up when we first reopened after the refurbishment – there was no storage in the desk itself at all to begin with! It would be handy to at least have enough space to keep all the stationery/ equipment we need on the daily, necessary files and folders, carrier bags and tissue for wrapping sales items, plus a decent amount of additional shop stock. For the most part, I feel it might be preferable to have most of the storage in one place? It's not practical to be running around trying to find things when you're serving a customer.

Also yes, accessible pigeon holes.

Shop: the glass shelves are not suited for their purpose. They need to be fixed rather than floating so that they have greater strength and stability.
Glass shelves in easy reach of small children has always been a worry. I don't know how nothing has fallen on kid yet!
Low hard to reach book shelves also makes it very hard for elderly and disabled customers to look at products.
The glass shelves are really difficult to clean, too. You can't just give them a quick dusting – you pretty much need to remove everything from all the shelves to clean them, otherwise they swing backwards and forwards whilst you clean and you end up knocking everything on the other shelves over.

There's also a lot of the shop area that we just can't use. The low shelves are too low for some elderly and disabled customers (and that's a significant portion of our current visitors), the high shelves are too high for literally anything! We don't currently use the smaller highest shelves for stock, as no-one can reach them, and it looks as though we used to have two larger glass shelves (I can't remember, but there are spaces to hang them), which have been removed (presumably because they'd be pretty dangerous – and also way too high up!)
[The FoH have been dissatisfied with the design of the shop ever since it was handed over in 2011. Form didn't follow function.]

In addition:
Signage – we need clear signage to the toilets and galleries.
Some people have genuine difficulties following verbal instructions (children and people with certain types of disabilities, for example) and just… can't find them. It's not always possible for a member of staff to physically guide the visitor to the toilets, nor would some people appreciate having to be chaperoned, I imagine. Clearer signage (and/or a clear view of the toilet area from FOH – some people get very confused when you tell them the toilets are at the back, as the screens in the centre of gallery 1 are the only thing they can see from the desk), or a map of the museum (either a sign with a floor plan or a handout – we actually get asked for floor plans/ leaflets about the museum quite a lot) would be helpful.

The video screen is a visual obstacle for many people. When you're familiar with the route it's simple, but many people comment that they're glad we've shown them where to go as they wouldn't have found their own way to the loos.

Another related issue is that of the light levels on the route to the toilets. I understand that the lower level in the galleries is needed to protect the objects, but I led two older ladies, both dependent on using sticks, through the galleries to the toilets and they had difficulty in seeing their way: the change in light levels from the foyer through to the toilets doesn't help.

I wonder whether the toilets can be moved so that they are located closer to the café?

[It has always been an issue – the need to explain to people how to get to the toilets. However a) I think people usually ask how to get to the toilets in most cafes and restaurants because if staff are on hand, it is the easiest way for people to find out where the toilets are. Very few people follow signs if they can ask a human. b) each person who asks is an opportunity for us to communicate with our visitors on a human level rather than relying on an outbreak of 'signitis'. I understand it may get tedious, but that is the nature of public facing work. People do tend to ask similar questions of staff.]

Café access – the café need access to a route directly out of the back of the building. Both for ventilation and removal of rubbish. It looks terrible having to drag bags of waste thought the main entrance space.
It would be beneficial for deliveries too.

The chairs in the café have legs that stick out a little further than you might expect them too, which raises the potential for tripping. Pre-pandemic when we had tables and chairs crammed in there, it was difficult to get around at busier times.

Glass foh – I like the glass front, but does it look dirty, old and broken. There is no real need for blinds. We rarely get enough sun to make them necessary, they look terrible and make the hard to clean.

- As we're on the topic of the glass extension I'm just going to mention the main entrance doors… The main doors to the museum have been improved but still
    - open outwards, meaning that visitors sometimes block their own entrance to the building if they are waiting outside before we open
    - are prone to faults during inclement weather
    - sometimes don't register people trying to enter the building if they approach from the wrong angle
    - occasionally still open automatically for a time when they have been switched off

[I await the invention of the perfect door for public access]

Disability Access – although we are very accessible, the doors into Gallary 2 and Archives could do with changing. They are heavy and having them propped open all day isn't the perfect solution.
It would also be nice if we had somewhere that mobility scooters can park as they are often left blocking the walkway into the museum.

It would be helpful to have a space that we can keep visitors' bags and coats. We occasionally have people coming in with luggage after a train journey (we are dead in between two train stations, after all), or heavy shopping bags, bulky items, prams etc. that they don't want to have to take with them around the galleries. We don't have anywhere to keep them at the moment, short of dumping them at/ near FOH, which is not ideal for several reasons – not least that we can't keep an eye on the items if we need to be away from the desk.

[The central atrium may provide an opportunity for this. Not easy to solve when space is a premium.]

It would be useful if we had bike racks outside that looked a bit more like bike racks! It's not a huge issue usually, but there have been a not inconsiderable amount of people that have not realised we actually have bike racks, and have opted instead to secure their bikes to the rails by the doors or the outside signage instead (or just chuck it on the floor outside…)

Might just be me, but having the a staff toilet situated in the staff kitchen makes using the toilet kind of awkward when there are people in the kitchen.

The automatic sinks in the gents and ladies ground floor toilets are sometimes confusing for visitors. We have also received complaints from some visitors that they are too high up for some people to reach – children, for example, can sometimes not access them. In the past we have been able to remedy this by suggesting that children may wash their hands in the accessible toilets if they are not in use, but, especially since we have had a lock fitted on them, this solution is not ideal.

Some visitors are also confused by the mixer tap in the sink in the accessible toilets, and cannot figure out how to turn it off. *[They are often left running.]*

Some visitors cannot use the flush in the public toilets, either because they cannot understand how to use them (we have put up signs with instructions), or they find it difficult to push the buttons. *[Definitely an ongoing problem. That and people who just don't flush the loo after they have used it.]*

One of the front bollards has been broken for years now, meaning it can't be dropped, barring larger vehicles from accessing the forecourt.

Gender neutral toilets (public and staff) would help transgender and nonbinary people access facilities.

It would be helpful to have opening times somewhere clearly visible to visitors. *[The opening times are now on one of the triangular stands on the forecourt. Initially the times were on the glass by the door and totally invisible. Opening times information is really for when the museum is closed rather than when it is open.]*

Signage for the museum itself could be clearer – from a distance some people do not realise we are a museum building (just passing on some comments that have been made in the past…). *[Been an ongoing issue for at least twenty years! We are missing a trick having no signage on St Mark's Road or on the Satellite building facing Island Green.*
At my last museum we had signs on three sides of the building, the fourth side was not accessible for signage. We still had people come inside and tell they didn't know it was a museum as no signs.]

Café Staff's response is below:

- The kitchen needs more space and much better ventilation (currently non-existent).
- There needs to be access to the bins without going through the café and reception areas
- More storage space
- Access for deliveries without going through the café/reception areas
- Separate pot-washing facilities.

These objectives could be achieved by using the Manager's existing office as the kitchen (utilising the door that is currently closed off behind a display case for access), blocking off the café's current frontage and using that area as separate washing facilities.

- The Reception Desk needs to have access on both sides: currently we can only enter and exit from one end which means that we have to walk the whole length of the desk to reach the café side.

- The access and exit on Reception needs some kind of gate, so that it can't be entered by members of the public
Agreed. It also confuses customers when we have to jog around the desk to do anything. Make it look like we are leaving.
A gate or barrier like at BHC is needed. The desk needs to be closed so that customers can't just wonder behind it to where the keys and money is kept. Which does happen regally.
(also PLEASE no white desk. It looks dirty no matter how much we clean it!)

- The printer is located in the Print Room, some distance from the desk. It would be better if it was sited closer to Reception so that we don't have to leave the area to collect printing and carry out photocopying.
We regularly have to leave the desk completely unattended if we need to print or scan anything.
Also Pigeon holes. We used to use them all the time, but being in the print room means they never get looked at now. As we are the buildings reception as well as FoH It would make things easier if we had staff pigeon holes at the desk again. As we still take in mail, forms, items ect and they just get dumped in a pile.

- General noise/poor acoustics in the café/reception area can make answering the phone and dealing with enquiries difficult

- Uneven floor behind Reception: chair wheels get stuck
The uneven floor leading into the museum has also caused problems at times for deliveries and customers with problems walking.

- Lack of storage space: things have a tendency to be dumped on the cupboard area at the back.
For a desk that is so Looonnnnggg, it has very little storage at all!
A smaller desk with more draws would give usmore room to store stock and provide the potential for more shop space.
Also see point about pigeon holes.

Shop: the glass shelves are not suited for their purpose. They need to be fixed rather than floating so that they have greater strength and stability.

Glass shelves in easy reach of small children has always been a worry. I don't know how nothing has fallen on kid yet!
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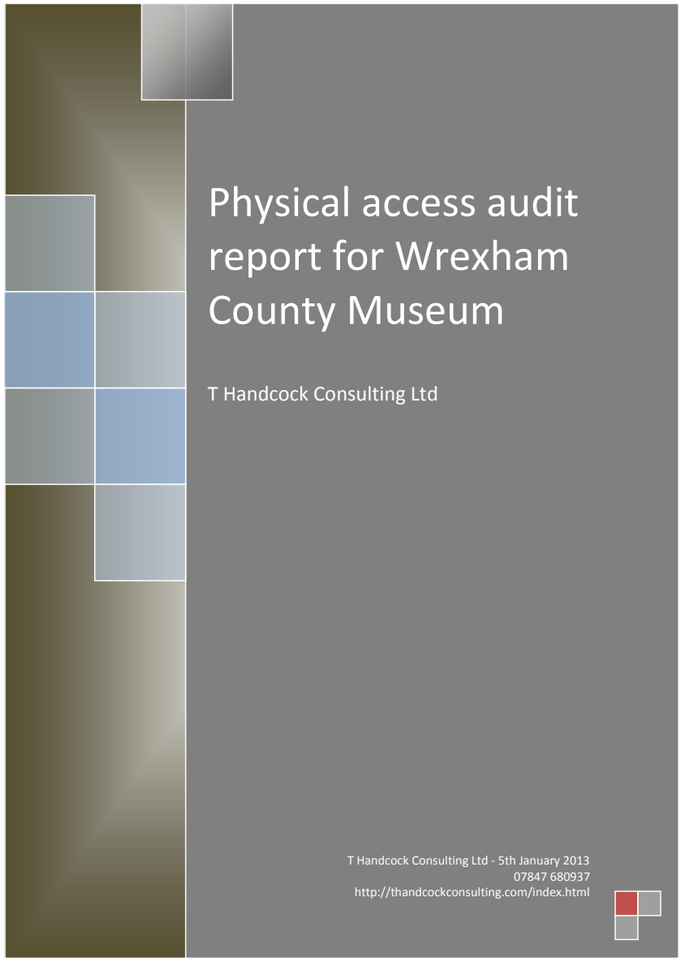
In addition:
Signage – we need clear signage to the toilets and gallery's. They aren't hard to find, but trust me when I say its too hard for half of our customers.

Café access – the café need access to a ruit directly out of the back of the building. Both for ventilation and removal of rubbish. I looks terrible having to drag bags of waste thought the main entrance space.

Glass foh – I like the glass front, but oh good lord does it look dirty, old and broken. There is no real need for blinds. We rarely get enough sun to make them nessesery, they look terrible and make the hard to clean.

Disability Access – although we are very accessible, the doors into Gallary 2 and Archives could do with changing. They are heavy and having them propped open all day isn't the perfect solution.
It would also be nice if we had somewhere that mobility scooters can park as they are often left blocking the walkway into the museum.

APPENDIX D: 2013 PHYSICAL ACCESS AUDIT REPORT



T Handcock Consulting Ltd

1. Introduction

2. General description of the site

3. The Disability Discrimination Act (DDA) and the Equality Act 2010 (EA)

4. Methodology and report format

5. General recommendations

6. Categorisation of recommendations

7. Physical access audit and recommendations

8. Appendices

8.1. The Wrexham County museum photos

1. Introduction

Wrexham County Borough Museum occupies the County Buildings, Regent Street, in Wrexham. Located in a Conservation Area at a key junction on the approach road into Wrexham town centre, County Buildings was originally built as a barracks for the Denbighshire Militia Regiment.

The building is Grade II listed and underwent a £2 million facelift in 2011.The museum is owned and governed by Wrexham County Borough Council, which was established as a unitary authority at the local government reorganisation of Wales in 1996. An Executive Board is responsible for policy and strategic decisions concerning the County Borough Museum. A designated Councillor (the deputy leader) acts as lead member for the Executive Board on culture and heritage issues.

The Museum is part of the Wrexham Heritage Service, which in turn forms part of the Department of Leisure, Libraries and Culture of Wrexham County Borough Council, which is managed by the Chief Leisure, Libraries and Culture Officer. For day-to-day operational purposes, the County Borough Museum is managed by the Heritage Services Manager, who is responsible to the Culture and Heritage Officer.

Previous access audits have taken place at the museum and some actions have been carried out. A comprehensive access audit was carried from January to March 2005. This audit was also used a part of the planning for the redevelopment of the museum site. Rather than duplicate the audit carried out in 2005 this work seeks to supplement many of the recommendations already made.

This access audit seeks to draw attention to new physical access barriers that were not included in the previous audit. In addition this audit will reaffirm certain key access issues already included in the 2005 audit that have not yet been addressed, particularly those where alternative approaches or recommendations can be made. This audit will also highlight any relatively low cost and straightforward "quick wins" in relation to reducing access barriers. This audit should therefore be read in conjunction with that carried out in 2005.

2. General description of the site

The Museum is located two hundred yards from the main bus station and taxi stand, and within a few minutes walk from the two railway stations. There are public car parks adjacent to the Museum on St Marks Road and Island Green. There are also three parking spaces for disabled visitors to the Museum on St Marks Road. The building is subject to two statutory designations. It is a Grade II listed building and is located within a designated Conservation Area.

The museum has recently been completely redesigned and redeveloped to be the major heritage, collections and archives centre for the Wrexham and north east Wales area. Following refurbishment the museum now has a glass atrium frontage and the reception desk is located close to the entrance. There is also a larger retail area and a cafe situated in the front section of the museum building.

There is also a large forecourt in front of the museum and occasional events have been held on the forecourt, for example a 'Medieval Day'. The museum has three galleries on the ground floor: the main gallery introduces visitors to the history of Wrexham. Gallery 2 is a dedicated space for exhibitions based on the treasures of the National Museum of Wales and the National Library of Wales. Gallery 3 is space for temporary exhibitions.

There are new WC facilities including an accessible toilet towards the back of the ground floor and other non-public spaces are used as offices towards the front, side and back of the ground floor. The Museum has also had a lift installed which ensures access to the first floor Collections Centre.

There are also meeting rooms, an education room and office space on the first floor as well as the Collections Centre. Empty spaces are occasionally used for public events and exhibitions (e.g. the old courtroom). Accessible toilets are also situated on the first floor. Storage, exhibition preparation and conservation are accommodated in the Satellite building on ground and first floor.

3. The Disability Discrimination act (DDA) and the Equality Act 2010 (EA)

Many of the issues raised in both access audit reports are governed by The Disability Discrimination act (DDA) and the Equality Act 2010 (EA). The Disability Discrimination Act 1995 (Amendment) Regulations 2003 came into force on 1st October 2004. Better known as part III of the DDA, this brought UK legislation into line with the European Union Equal Rights Directive so far as it relates to Disability Discrimination. The regulations introduce the concept of 'direct discrimination'; widened protection to workers in small organisations and expanded the 'reasonable adjustment' that service providers have to make to include physical changes to their premises.

The DDA abolished the idea of being 'registered disabled' and created a new definition. According to the Act, a person has a disability if they have - "*a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities*". These changes meant that service providers – including local authorities, the NHS, and utility companies - had to make reasonable adjustments to the physical features of their premises to overcome barriers to access.
The main purpose of the Equality Act 2010 (EA) is to streamline and strengthen anti-discrimination legislation in Great Britain. It provides the legal framework that protects people, including disabled people, from discrimination.

From 1 October 2010, the Equality Act replaced most of the Disability Discrimination Act (DDA). However, the Disability Equality Duty in the DDA continues to apply. The Equality Act 2010 aims to protect disabled people and prevent disability discrimination. It provides legal rights for disabled people in the areas of, employment, education**,** access to goods, services and facilities, buying and renting land or property and functions of public bodies.

The majority of the EA provisions came into force from 1 October 2010. The new public sector Equality Duty for public authorities came into force on 5 April 2011.

The Codes of Practice produced by the Equality and Human Rights Commission provide advice and guidance on how the provisions of the Act operate in practice.

The EA generally defines a disabled person as someone who has a mental or physical impairment that has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities. This differs slightly from the definition in the DDA, which also required the disabled person to show that an adversely affected normal day-to-day activity involved one of a list of capacities such as mobility, speech, or hearing.

The EA generally carries forward the protection provided for disabled people by the DDA. However, there are key differences –

- The DDA provided protection for disabled people from direct discrimination only in employment and related areas. The EA protects disabled people against direct discrimination in areas beyond the employment field (such as the supply of goods, facilities and services).
- The EA introduced improved protection from discrimination that occurs because of something connected with a person's disability. This form of discrimination can be justified if it can be shown to be a proportionate means of achieving a legitimate aim.
- The EA introduced the principle of indirect discrimination for disability. Indirect discrimination occurs when something applies in the same way to everybody but has an effect which particularly disadvantages, for example, disabled people. Indirect discrimination may be justified if it can be shown to be a proportionate means of achieving a legitimate aim.
- The EA applies one trigger point at which there is a duty to make reasonable adjustments for disabled people. This trigger point is where a disabled person would be at a substantial disadvantage compared to non-disabled people if the adjustment was not made.
- The EA extends protection from harassment that is related to disability. Previously, explicit protection only applied in relation to work. The EA applies this protection to areas beyond work.
- The EA provides protection from direct disability discrimination and harassment where this is based on a person's association with a disabled person (e.g. a carer or parent of a disabled person) or on a false perception that the person is disabled.
- The EA contains a provision which limits the type of enquiries that a recruiting employer can make about disability and health when recruiting new staff. This provision will help prevent disabled candidates from being unfairly screened out at an early stage of the recruitment process.

There are also additional provisions relating to people with progressive conditions. People with HIV, cancer or multiple sclerosis are protected by the Act from the point

of diagnosis. People with some visual impairments are automatically deemed to be disabled.

4. Methodology and report format

The physical access audit for Wrexham County museum identifies barriers and hazards to accessibility within the environment by physical inspection and with regard to relevant legislation (e.g. the Equality Act 2010, the Disability Equality Duty in the Disability Discrimination Acts 1995 and 2005 and associated regulations and Codes of Practice). In addition the physical access audit takes account of the needs of a range of users and potential users of services and includes -

a) The accessibility, for members of the public and staff, of collections including the display cases, interpretation and captions.

b) The accessibility of archives and catalogues and other finding aids, the document ordering process and assistive technology (such as magnifiers) to aid access to the collections.

c) The accessibility for employees, volunteers and researchers of collections in storage and areas where the processing of collections is carried out.

d) The audit looks at both the public areas and the non-public areas used by members of staff and includes the internal environment and equipment such as -

- Entrances, entrance doors, entrance lobbies and foyers
- Circulation routes, corridors, internal doors and surfaces
- Ramps, steps and lifts
- Toilets
- Reading rooms
- Galleries and other exhibition space
- Reception points, counters and service desks
- Way-finding, information and signs
- Availability of seating throughout public areas
- Equipment for the use of members of the public
- Lighting and acoustics
- Use of space and positioning of furniture
- Building maintenance
- Alarms and emergency exits
- Staff areas, including storage areas, offices, staff room, kitchen and toilets

The physical access audit also assesses transport and the location of services such as -

- Car parking, setting down points
- Routes to the building from car park, setting down point and/or public transport services
- Street furniture, foliage and other surroundings
- Pavements and kerbs
- Exterior signage

- Ramps, steps and handrails
- Pedestrian access
- Public transport access

The audit recommends access solutions to any barriers and hazards identified, in line with current guidance and best practice. The audit also identifies situations not covered by current guidance and best practice, and makes recommendations accordingly. Recommendations will appreciate any aesthetic aspirations and technical, time and cost implications and constraints faced by the museum and take these into account when recommending solutions.

Where recommendations are made these have been categorised so that priorities for action can be assessed. To enable strategic and cost planning to be undertaken an indication of the potential cost of the recommendation has been provided. The costs indicated are based upon my experience and knowledge of access projects and market research.

Budget estimates for the recommendations have been indicated for strategic budgeting purposes and grant applications only and have been calculated on the assumption that some improvements will not be undertaken in isolation, but combined with other work. For some recommendations accurate prices should be obtained once the work has been specified in detail, grouped into packages and competitively tendered.

Alternative solutions may have been suggested in some of the recommendations and all the costings should not necessarily be added together to provide an indication of total scale of the alterations, purchases and works suggested as this may include an element of double counting. With regard to the costs for each recommendation in this report please note –

- The costs have not been corroborated by tenders from the market place and clearly market conditions and tender factors are likely to produce figures that may differ.
- The costs have been prepared on the basis of general rates and prices in the market place at the time of writing and are exclusive of VAT, professional fees and statutory fees.

In cases where a category D item (see section six below - categorisation of recommendations) has been recommended (management issue) there may not be a cost attributed (e.g. change of policy or procedure undertaken by existing staff). However any potential cost implication in relation to management practices will be for the client to consider fully before proceeding.

All of the specific findings and recommendations are presented in the form of a table in part seven of this report. In the table I have outlined the particular area and item of concern, my comments on this item and an estimate of any costs involved in implementing the recommendations. Items also include a category rating (see section six below - categorisation of recommendations), and a photograph reference where applicable.

Part five below also includes a section on general recommendations and some of the items within this part may be for consideration only. For this reason these items may not include a categorisation or estimated cost.

5. General recommendations

5.1 Signage and way finding at Wrexham County museum.

The overall quality of signage and way finding at the museum is good. However some of the signs would benefit from better use of colour contrast, font size and lighting, an important issue for the visually impaired (see specific recommendations in section 7). Consideration should also be given to better lighting in some of the access routes in the main gallery. Some general recommendations and advice for improvements would include the following -

- The museum would benefit from better directional signage and clearer signage that indicates the theme for a particular gallery area. Directional signs should readily identify and easily distinguish accessible routes, providing a logical sequence from a starting point to a point of destination and providing a clear indication of return routes to named exits. The names of destinations should be consistent throughout the signing system.

- The use of well contrasted tactile text and symbols could be considered at the museum. These can cater for both sighted and blind/partially sighted users. Blind and partially sighted people who do not read Braille can still identify, or be aided by, tactile information. Directional signs and signs identifying functions or activities within the museum could incorporate embossed letters in a sans serif type face with a depth of 1.25 mm ± 0.25 mm, a stroke of 1.75 mm ± 0.25 mm, and the edges slightly rounded.

5.2 Interpretation panels and labelling

The overall quality of interpretation panels and labels is good and there are examples of best practice. However some of the panels and labels would benefit from increased lighting and better use of high contrast between text and background. Some general recommendations and advice for improvements would include the following -

- Provide sufficient light to read labels. For text to be readable by people with low vision, lighting on the label must be between 150 lux and 300 lux

- Light must be at the same level as the light in the area immediately surrounding the label and avoiding shadows.

- Consider defining labels with colour or a raised surface, these elements serve as clues to finding the labels for people with low vision.

- Mount wall labels at a height that is comfortable for both those seated and standing.

- Mount labels so that visitors can get very close to read them. People with low vision often must be within 75 mm (3 in.) of a label to read it.
- Label and location should be situated so that the reader does not block his own light.
- Where panels are set low down and flat, angling them upwards could be appreciated by those visitors who cannot bend down for any length of time.
- Provide high contrast between text and background. Contrast is an essential element for people with low vision.
- Consider providing alternative forms of labels (e.g. Braille, audio, large print) within the exhibition space.
- Select type size appropriate to the viewing distance. People who have low vision will need larger type than other visitors at every distance.
- Avoid use of script and italic type for essential information. These styles are inaccessible to people with low vision.
- The font size used for large print should be a minimum of 18 point. To maximise the advantage of information in the interpretation panels use a simple sans serif typeface such as Arial or Helvetica. Use a medium or bold weight and avoid excessive use of capital letters. Line spacing should be a minimum of 4 point for 18 point but will increase for larger fonts. Letters should be adequately spaced and should never touch each other. Large print is accessible to many visually impaired people who retain a small degree of vision. The format is also beneficial for a large number of older people with a visual impairment.
- Labels positioned horizontally inside display cases are difficult to read from a seated position. Labels on display cases should be set at 45°, preferably at the eye level of a seated person, and located at the front of the case. The provision of an additional label at a higher level and in a larger text size will benefit blind and partially sighted people. All labelling should contrast visually with the immediate surroundings.
- In panels it's also better to use short paragraphs that express one idea because dyslexic readers need more breaks between ideas than non-dyslexic users. Breaking up the text to one idea per paragraph makes reading a lot easier for both dyslexic and non-dyslexic users.
- It is important to provide layered information to include title, introduction, context and object information. Consider providing a short overview paragraph at the beginning of introductory and thematic label panels.
- Present text in a straight-forward style with short statements supported by facts and visual references. Avoid longer words that may not be familiar to a general audience.

- Captions next to objects, rather than using numbers, is easier for people with dyslexia, visually impaired people and people with learning difficulties.
- Consider the use of laminated room cards utilising larger font and identifying the objects via discreet numbering and providing audio guides for the museum.

5.2 Lighting at Wrexham County museum.

The overall lighting for Wrexham museum is good however some areas would benefit from enhanced lighting (e.g. displays in the main gallery). Some general recommendations and advice for improvements would include the following -

- There must be sufficient light on objects to make them visible to all visitors unless the light level will do substantial damage to the objects.
- The safety of visitors (particularly those with low vision and visual perceptual difficulties) must receive equal consideration with exhibit design and conservation issues.
- Light and colour must combine to produce a clearly delineated circulation route into, through, and out of every exhibition space. This is a particular requirement whenever there are changes in level or unexpected turns or obstacles in the route.
- There must be sufficient light on labels to make them readable by all visitors.
- The reflectance of walls, floors and ceilings influences the flow of light within a room or space. The flow of light affects the view of objects within the space and also the appearance of the human face. People who are deaf and hard of hearing need to see and understand the movement of lips for lip reading, and hands when signing.
- The elimination of glare from cases and on labels must be considered for those visitors who are seated as well as for those who are standing.
- Sufficient light to accommodate speech reading and sign language conversation must be provided in locations throughout the exhibition space.
- Artificial lighting systems should be designed to maintain a level of illumination that is suitable for blind and partially sighted people and is compatible with electronic and radio frequency installations. Where artificial lighting is provided, it should use high frequency electronic ballasts to avoid any perception of flicker (The SLL Code for lighting gives general guidance for a wide range of interiors)
- Blind and partially sighted people are particularly distracted by glare from bright patches of light within their field of view and prefer an even illumination across a room or space. Both natural and artificial sources of lighting in the

museum should be designed to avoid creating glare, pools of bright light and strong shadows.

- Light sources in the galleries should give good colour rendering. The colour rendering of surfaces can be enhanced by the correct choice of lamp (see SLL Code for lighting). Around 5% of the population are colour blind, particularly in the red/green region, and this should be considered when designing lighting and colour schemes.

5.3 Fire safety at Wrexham County museum.

- Fire safety law changed in October 2006 with the introduction of the Regulatory Reform (Fire Safety) Order 2005. The requirement for businesses to have fire certificates has been abolished and any previously held are no longer valid. Instead the law emphasises preventing fires and reducing risk and makes it your responsibility to ensure the safety of everyone who uses your premises and in the immediate vicinity.
- It is strongly recommended that the museum conducts a full fire risk assessment in order to comply with the Regulatory Reform (Fire Safety) Order 2005.
- A fire evacuation policy must take into account different levels of understanding. Not everyone will follow 'standard' instructions in an emergency.
- Signage which includes symbols for fire exits will help and a light emergency system for those with hearing disabilities.
- Create a managed emergency egress plan in liaison with local fire officer that takes into consideration evacuation for disabled people, use of visual alarms as well as audio and staff training in emergency egress procedures for disabled visitors.

6. Categorisation of recommendations

A number of recommendations have been made following the physical access audit that will need to be considered by the museum in relation to their impact on increasing access and also within the overall context of capacity and resources. In order to help in this process all recommendations have been given a category to assist with internal planning. The following four categories have been used in order to prioritise each of the recommendations in part seven - physical access audit and recommendations – Wrexham County museum.

Category	Description of issue
A	A potential deficiency associated with health and safety which requires immediate or urgent attention to eliminate a severe access barrier or a health and safety hazard. The issue may be relevant to

	either disabled or non-disabled people.
B	A potential deficiency in respect of duties under the Equality Act 2010 or the Disability Equality Duty under the DDA. This may include the need to provide an auxiliary aid or undertake a reasonable adjustment to a physical feature of the premises.
C	A potential deficiency that may be more appropriately dealt with as part of a planned refurbishment (e.g. improving the use of colour at the next decoration or the next HLF funded phase at Wrexham County museum)
D	A deficiency that could be addressed as a management issue.

7. Physical access audit and recommendations – Wrexham County museum.

1. The car park and approaches				
Item and photo ref	**Comments**	**Recommendations**	**Cost**	**Category**
Approach signs	The museum is signed with 'brown and white' tourism signs from the A483, which is the main highway from North Wales to the South. Finger posts in the town centre direct visitors by foot.	-		
WCM01 **Side car park**	The three designated disabled bays (side car park) bays are only marked on the ground with a grid of red bricks lighter than the dark brick ground finish providing only a limited contrast. The bays are identified with a small sign on a low post that cannot be seen when a car is parked in front of the sign The bays are on a gradient of 1 in 24.	Consider creating better contrast on the ground for the bays (this is a conservation area therefore sensitive materials may be appropriate). Mark out as per guidance in outlined Part M of Building regulations or BS8300. Provide x3 larger disabled bay parking signs to help partially sighted people appreciate where the parking bays are. Fix disabled parking bay signage higher up behind the disabled parking bays in accordance with BS8300. Re 1 in 24 gradient consider recommendations in access audit carried out January to March 2005	- 300.00 -	**B** **B** **B**

WCM02 **Side car park**	The three designated disabled bays (side car park) have black bollards on the edge of the parking area with no colour contrast. These are a potential hazard for those with a visual impairment. There is also a set of collapsible bollards with locks to the left of the designated disabled bays with no colour contrast.	In order to better contrast the bollards apply a band of luminous self adhesive marking tape or a durable luminous metal paint in yellow. In addition a minimum height for bollards is recommended at 1 metre	250.00	**A**
WCM03 **Side car park**	There is a broken paving slab in front of the designated disabled bays that is a trip hazard	Replace broken paving slab and ensure that it is flush with surrounding slabs.	150.00	**A**
Rear car park	There is an NCP car park to the rear of the museum building that has no designated disabled bays	Discuss with NCP and Local Authority possibility of increasing disabled bays by creating bays in NCP car park to the rear	-	**D**
WCM04/5 **Front courtyard**	The current drainage gulley running along the middle of the front courtyard acts as a trip hazard and a potential barrier to wheelchair users.	Replace the current drainage gulley with a channel drain that has flush grating to prevent slipping and trip hazards. This will also present less of an obstacle for wheelchair users.	500.00	**A**
WCM06 **Front courtyard**	There is moss growing in the front courtyard of the museum building (also fallen leaves) making the entrance slippery, especially when wet, and acting as a potential trip hazard.	Clear away moss and leaves, ensure regular maintenance	-	**A**
WCM07 **Front courtyard**	The front entrance to the museum courtyard off Regent street has an uneven surface join entering the courtyard. This acts as a trip hazard and a	Apply fill to ensure both surfaces are level upon entering the courtyard via Regent street.	150.00	**A**

	potential barrier to wheelchair users.			
WCM08	The front entrance to the museum courtyard off Regent street has a brass plaque/sign for the museum is poorly contrasted with the wall on which it is fixed.	As part of an overall plan consider giving more prominence to the main museum sign and consider entrance signs as part of a consistent way finding system (see recommendations from 2005 access audit). In addition since this is a listed building the approach to signage will need to be sensitive and consents obtained.	-	**C**

2. The ground floor area, galleries and accessible toilet

Item and photo ref	Comments	Recommendations	Cost	Category
WCM09 Gallery 3	There are heavy glass doors leading into Gallery three on the ground floor making access to this gallery difficult for certain visitor groups (e.g. children, frail elderly, wheelchair users). The lighting around the door is also very low making this a potential hazard for the visually impaired.	The force needed to open the door manually should not exceed 20N. A powered door opening and closing system is recommended to comply with Part M of Building Regulations. A powered sliding door is particularly good since it avoids the risks associated with automatic swing doors. Also consider providing additional lighting to achieve minimum 200lux (see separate section on general recommendations for lighting).	700.00	**B**
WCM10 Gallery 2	The glass door entrance to Gallery 2is a sliding door but would benefit from better lighting.	Consider providing additional lighting to achieve minimum 200lux (see separate section on general recommendations for lighting).	150.00	**B**

WCM11/12 Main gallery	In the main gallery some of the displays do not have sufficient light on objects or labels to make them visible to all visitors.	Consider providing additional lighting to achieve minimum 200lux for the overall display (see separate section on general recommendations for lighting). In addition consider that - 1. There should be sufficient light on objects to make them visible to all visitors unless the light level will do substantial damage to the objects. 2. There should be sufficient light on labels to make them readable by all visitors. 3. The elimination of glare from cases and on labels must be considered for those visitors who are seated as well as for those who are standing. 4. Sufficient light to accommodate speech reading and sign language conversation should be provided in locations throughout the exhibition space. For text to be readable by people with low vision, lighting on the label must be between 200 lux and 300 lux. Light must be at the same level as the light in the area immediately surrounding the label and must be uniform across the label and the rail.	250.00	**B**
WCM13 Main gallery	There is insufficient light on the circulation route in the main gallery on the ground floor for people with visual and perceptual difficulties to negotiate	Consider providing sufficient lighting on the circulation route in the main gallery. A minimum of 150 to 200 lux of quality light on the	300.00	**A**

	the path.	circulation route is necessary for people with visual and perceptual difficulties to negotiate the path.		
WCM14 Cafe area	The layout of the tables and chairs in the cafe area on the ground floor makes it difficult for wheelchair users to negotiate.	Consider re-arranging the layout of the tables and chairs in the cafe area to ensure that wheelchair users can negotiate routes gain greater access.	-	**D**
WCM15 Accessible toilet	The ground floor accessible toilet is an excellent example of good practice in accessible toilets particularly in the use of good colour contrast. There was however only one emergency cord and no self closing mechanism door.	Install an additional emergency cord in the toilet to call for assistance. An additional cord should be provided against the opposite wall to facilitate use if someone has fallen. Bi lingual signage in English / Welsh should be provided for the WC alarm. Provide a spring closer on door, but not too strong, e.g. hydraulic delayed action type exerting no more than 10 Newton.	300.00 70.00	**A** **B**
WCM15 Accessible toilet	There is a baby changing facility within the accessible toilet and an associated large waste disposal bin.	The combined use of accessible toilets for baby-changing is not recommended. It can limit the availability of a toilet for disabled people, who have the same and often more urgent needs to use a toilet as nondisabled people. Litter can also compromise the health and safety of disabled users and the large waste disposal bin restricts wheelchair manoeuvrability within the cubicle.	-	**D**
WCM16 Acc. toilet door	The accessible toilet sign on the door is quite small and could be easily missed by the visually	Consider larger and more prominent signage. Select signs appropriate to the viewing distance.	80.00	**B**

	impaired.	People who have low vision will need larger signs than other visitors at every distance.		
Photo WCM17 End corridor	The corridor at the back on the ground floor leads to the lift, toilets and satellite building housing the collections centre. Signage at this important junction, whilst small, makes good use of black on white colour contrast. However it is not immediately apparent from the approach. In addition the signage to the collections centre is set on the wall of the far corridor making this less obvious to some visitors.	Select type size appropriate to the viewing distance. People who have low vision will need larger type than other visitors at every distance. Consider larger and more prominent signage for this junction making way finding much clearer for some groups of visitors. Also consider larger and more prominent signage in advanced of this corridor (see separate section on general recommendations for signage).	300.00	**B**

3. The first floor rooms

Item and photo ref	Comments	Recommendations	Cost	Category
Photo WCM18 Signage	Some of the signage on the first floor of the building (the non-refurbished areas) does not make best use of colour contrast and is difficult to see for people with low vision (see photo WCM18, a staff only sign)	Provide high contrast between text and background. Contrast is an essential element for people with low vision. Also consider providing alternative forms of labels (e.g. Braille, audio, large print) within the exhibition space.	350.00	**B**
Photo WCM19 Accessible toilets	Both newly refurbished accessible toilets on the first floor are excellent examples of good practice. However again the signs on the door are quite small and could be easily missed by the visually	Consider larger and more prominent signage on the doors. Select signs appropriate to the viewing distance. People who have low vision will need larger signs than other visitors at every	160.00	**B**

	impaired. Both had only one emergency cord and no self closing mechanism door.	distance. Install additional emergency cords in the toilets to call for assistance (see recommendations above) and provide spring closers on each door, but not too strong, e.g. hydraulic delayed action type exerting no more than 10 Newton.	500.00	**B**
Photo WCM20 Accessible toilet	There is an accessible toilet on the first floor that has not yet been refurbished. There is only one emergency cord and no self closing mechanism door. In addition best use of colour contrast has not been made.	Install an additional emergency cord in the toilet to call for assistance. An additional cord should be provided against the opposite wall to facilitate use if someone has fallen. Bi lingual signage in English / Welsh should be provided for the WC alarm. Re-decorate toilet with slightly darker colour to contrast with white fittings. To assist users with impaired vision, there should be a much sharper tonal contrast between the main features, equipment and controls inside the cubicle and their background, including door handle and lock, handrails, toilet seat, flush, taps, push buttons and controls Provide a spring closer on door, but not too strong, e.g. hydraulic delayed action type exerting no more than 10 Newton.	300.00 150.00 80.00	**A** **B** **B**
Photo WCM21 Photo WCM22	There were a number of items in the staff areas blocking access and acting as potential trip hazards (e.g. at the back of the conservation room staff office a chair was obstructing the fire door and boxes etc were blocking access in the ground floor staff office)	Ensure floors and exit routes are kept clear in all staff areas.	-	**D**

Photo WCM23	There were no identifiable nosings on the side stairs leading to the first floor	Apply 4mm stair tread covers (in stone colour). Stone colour stair treads still have the 55mm nosing but are an all stone colour (generally used for heritage buildings). (Ref DDA shop). This is a historic listed building therefore the approach needs to be sensitive	170.00	**A**

5. General recommendations			
Item and photo ref	Comments	Recommendations	
	There are a number of accessible toilets within the building that visitors can use however there is no facility for assistance dogs	The provision of penned areas in which assistance dogs can relieve themselves should be considered. These should be distinct from the public walking areas. Guidance on the recommended dimensions and construction of such areas can be obtained from the Guide Dogs for the Blind Association.	
	There are a number of accessible toilets within the building that visitors can use however there is no changing place.	For consideration - as part of the changing places campaign in Wales the Welsh Assembly agreed an amendment to the Technical Advice Note (TAN) 12 which covers aspects of design. TAN 12 states - *5.3.7 Those seeking permission to build new and public commercial buildings are encouraged to include in their plans, accessible 'Changing Places' toilet facilities in addition to standard accessible toilets. These toilets have enough space for disabled people and their carers or personal assistant(s), and the right equipment, including a height adjustable changing bench and hoist.*	

8. Appendices

8. 1. The Wrexham County museum photos



Photo WCM01 - side car park



Photo WCM02 - side car park bollards



Photo WCM03 - side car park paving



Photo WCM04 - museum courtyard



Photo WCM05 - museum courtyard gulley



Photo WCM06 - museum courtyard

T Handcock Consulting Ltd



Photo WCM07 - courtyard entrance



Photo WCM08 - museum plaque



Photo WCM09 - Glass doors to Gallery 3

T Handcock Consulting Ltd



Photo WCM13 - Main gallery (grnd floor)



Photo WCM14 - Cafe area (grnd floor)



Photo WCM15 - Accessible toilet

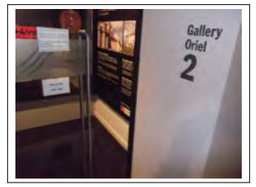


Photo WCM10 - Glass door to Gallery 2



Photo WCM11 - Main gallery display (grnd floor)



Photo WCM12 - Main gallery label (grnd floor)



Photo WCM16 - Accessible toilet door

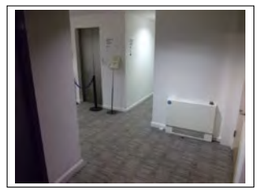


Photo WCM17 - Corridor to lift toilets and satellite building



Photo WCM18 - Signage on first floor

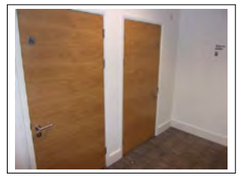


Photo WCM19 - Accessible toilets first floor



Photo WCM20 - Accessible toilet first floor

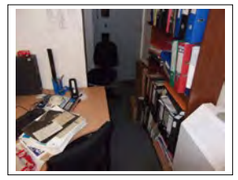


Photo WCM21 - Conservation room, staff office



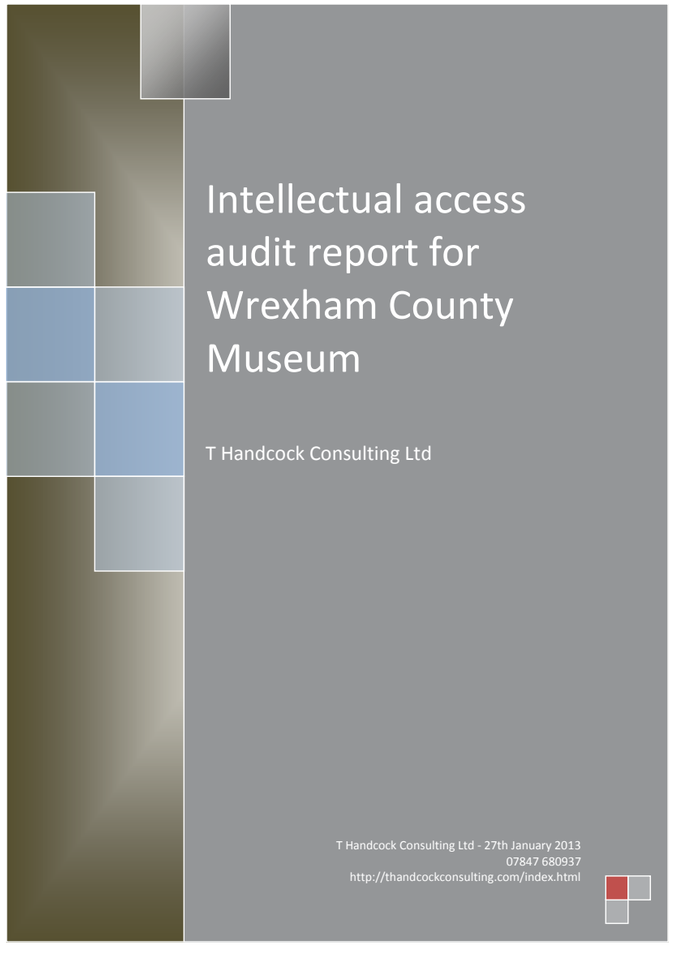
Photo WCM22 - Ground floor staff office



Photo BLM23 - Side stairs to first floor

Photo BLM24 - Fire exit door

APPENDIX E: 2013 INTELLECTUAL ACCESS AUDIT REPORT



T Handcock Consulting Ltd

1. Introduction

2. General description of the museum

3. The culture and governance of the Museum

4. Partnership working and community engagement

5. Customer care and service development

6. Communication and information management

7. Consultation and feedback mechanisms

8. Museum collections, events and exhibitions

9. Education and Outreach work

10. Geographical and transport barriers

11. Recommendations

1. Introduction

This report was commissioned and funded by the Welsh Government (through its policy division CyMAL) to undertake a physical and intellectual access audit of Wrexham County museum.

Wrexham County Borough Museum occupies the County Buildings, Regent Street, in Wrexham. Located in a Conservation Area at a key junction on the approach road into Wrexham town centre, County Buildings was originally built as a barracks for the Denbighshire Militia Regiment.

The building is Grade II listed and underwent a £2 million facelift in 2011.The museum is owned and governed by Wrexham County Borough Council, which was established as a unitary authority at the local government reorganisation of Wales in 1996. An Executive Board is responsible for policy and strategic decisions concerning the County Borough Museum. A designated Councillor (the deputy leader) acts as lead member for the Executive Board on culture and heritage issues.

The Museum is part of the Wrexham Heritage Service, which in turn forms part of the Department of Leisure, Libraries and Culture of Wrexham County Borough Council, which is managed by the Chief Leisure, Libraries and Culture Officer. For day-to-day operational purposes, the County Borough Museum is managed by the Heritage Services Manager, who is responsible to the Culture and Heritage Officer. Wrexham County Museum benefits from a good level of resourcing and strong support from the local authority and the community that it serves. Work has already taken place in relation to identifying and managing both physical and intellectual access barriers.

In addition to assessing levels of intellectual access this audit will also highlight any relatively low cost and straightforward "quick wins" in relation to reducing access barriers. This audit should also be read in conjunction with that carried out in 2005.

This physical and intellectual access audit was conducted at Wrexham County Museum between 4th and 6th December 2012 by T Handcock Consulting Ltd. This report covers the intellectual access audit of Wrexham County Museum. A separate report covers the physical access audit.

2. General description of the museum

The Museum is located two hundred yards from the main bus station and taxi stand, and within a few minutes walk from the two railway stations. There are public car parks adjacent to the Museum on St Marks Road and Island Green. There are also three parking spaces for disabled visitors to the Museum on St Marks Road. The building is subject to two statutory designations. It is a Grade II listed building and is located within a designated Conservation Area.

The museum has recently been completely redesigned and redeveloped to be the major heritage, collections and archives centre for the Wrexham and north east Wales area. Following refurbishment the museum now has a glass atrium frontage and the reception desk is located close to the entrance. There is also a larger retail area and a cafe situated in the front section of the museum building.

There is also a large forecourt in front of the museum and occasional events have been held on the forecourt, for example a 'Medieval Day'. The museum has three galleries on the ground floor: the main gallery introduces visitors to the history of Wrexham. Gallery 2 is a dedicated space for exhibitions based on the treasures of the National Museum of Wales and the National Library of Wales. Gallery 3 is space for temporary exhibitions.

There are new WC facilities including an accessible toilet towards the back of the ground floor and other non-public spaces are used as offices towards the front, side and back of the ground floor. The Museum has also had a lift installed which ensures access to the first floor Collections Centre.

There are also meeting rooms, an education room and office space on the first floor as well as the Collections Centre. Empty spaces are occasionally used for public events and exhibitions (e.g. the old courtroom). Accessible toilets are also situated on the first floor. Storage, exhibition preparation and conservation are accommodated in the Satellite building on ground and first floor.

3. The culture and governance of the Museum

Wrexham County Borough Museum has excellent levels of both physical and intellectual access. A great deal has already been achieved in relation to identifying and managing a range of access barriers and a key challenge will be sustaining future development in relation to broadening access at the museum. The museum is owned and governed by Wrexham County Borough Council which has adopted a Cabinet model of government. Heritage policy & strategic matters are considered by an Executive Board, where appropriate, following detailed examination by a relevant Scrutiny Committee. The Board is therefore responsible for policy and strategic decisions concerning the County Borough Museum. A designated Councillor (the deputy leader) acts as lead member for the Executive Board on culture and heritage issues.

The Museum is part of the Wrexham Heritage Service, which in turn forms part of the Department of Leisure, Libraries and Culture of Wrexham County Borough Council, which is managed by the Chief Leisure, Libraries and Culture Officer. For day-to-day operational purposes, the County Borough Museum is managed by the Heritage Services Manager, who is responsible to the Culture and Heritage Officer.

Wrexham County Museum is well supported by the borough council both in governance and organisational development. The Heritage Lottery Fund bids are strongly supported by members and an inter-departmental Project Management Team. Representatives from the National Museum of Wales, the National Library of Wales, and the Royal Welch Fusiliers Museum also advise as appropriate lending further support from a strategic network.

As part of Wrexham County Borough Council the museum is also supported at a corporate level via training, policy and performance management. For example the WCBC Learning & Development Policy has a plan that is reviewed annually and a corporate Learning & Development Group which includes a representative of the Leisure, Libraries and Culture Department meet on a regular basis to consider training issues. Staff and volunteers at the museum receive regular appraisals in relation to their

training needs and benefit from access to a wide range of training and development courses run by the local authority.

Wrexham museum has already begun to address many of the issues and challenges raised by previous access audits. Work in relation to identifying access barriers and managing them is not viewed as a "one off" exercise at the museum. There is a strong commitment to continuously improve services by attracting broader non-traditional audiences. A measure of the museums commitment to access is the current resources deployed in order to develop in this area. There is an Access team made up of a Learning and Access Officer and an Access and Interpretation Officer. In addition work experience students and volunteers lend support to the team.

There is also a WCBC Equalities Policy, Personal Review and Development (PRD) Scheme and Personal Training Plans that are monitored and evaluated regularly. Volunteers are also supported through a Volunteers policy at the museum. Wrexham County Borough Council, including the Museum, is accredited for Investors in People.

A important factor in ensuring broader intellectual access is encouraging, motivating and recruiting new volunteers from all sections of the community in order to deliver on actions. Wrexham County museum has a good volunteer base. It was reported that there are about 25 volunteers with a good mix of age, gender etc. Many of the older volunteers are also gallery enablers that help with interaction and access.

Some volunteers are students seeking work experience or on placement from college. Other volunteers are drawn from the Friends group. A key challenge for the museum will be to continue to draw volunteers from the broader community and expand this work. There are 25 wards that have been identified as having high levels of deprivation in Wrexham and recruiting volunteers from these areas will begin to break down intellectual access barriers.

The measurement of performance in relation to access issues at the museum is also good. Service reports are submitted to the Executive Board and Scrutiny Committee every month that include a set of KPIs looking at visitor numbers, numbers of volunteers, spend per head in the retail section etc. A detailed breakdown is also given in relation to the types of visitors re gender, age, family group or single etc. There is also a comments book in the reception area and quarterly visitor interviews for qualitative feedback. Consideration could be given to more regular review of KPIs in use to ensure they are reflective of key access goals and relevant to changes in Forward planning.

A key access issue for many heritage services is attracting involvement from younger people. At Wrexham there is a very active independent Friends Group and younger members have been encouraged (there is now a younger chair and many more younger members than previously). The Friends Group committee meets every quarter and many of the friends are also volunteers. A broad based and active Friends group is an important asset in breaking down perceptual and cultural access barriers.

Wrexham County Borough council has a Strategic Equality Plan 2012-16 in place. This plan sets out the equality objectives and action plans for Wrexham County Borough. Regional and local equality objectives have also been developed by working in

partnership with a diverse range of local people and groups and with organisations from across North Wales.The Strategic Equality Plan 2012 – 2016 sets out twelve Equality Objectives. The two objectives most relevant to intellectual access at the museum are -

Reduce inequalities in access to information, services, buildings and the environment

- *Access to information and communications and the customer experience improve*
- *Physical access to services, transport, the built environment and open spaces improve*

Protected groups are actively engaged in local issues and decision making and are consulted on decisions that affect their lives

- *Introduce a new engagement strategy and work with a wide range of people to develop engagement plans*
- *Establish the equality assurance reference group*

Whilst progress towards these corporate objectives has clearly been made an Equalities plan more specific to Wrexham County Museum could be considered. In order to further develop intellectual access and manage barriers the museum could consider developing a short Equal Opportunities and diversity statement that would benefit those volunteering and working at the museum as well as existing and potential visitors. This would demonstrate a commitment to equality in both museum involvement and service provision.

Within this statement targets could be set in relation to attracting volunteers from underrepresented groups within the community. Any targets set in relation to equalities and diversity as well as other key areas in the museum could fit within a set of key performance indicators that could be regularly monitored and reported on.

The perception of the public facing service is an important one. If the museum can attract volunteers from, for example, younger or disabled people this will help break down perceptual and cultural barriers about the service.

There are no attitudinal barriers at the museum, staff provide a flexible, welcoming and inclusive environment. However there are clear benefits from regular customer care training and the museum should consider training in access awareness and equality issues for current staff and volunteers. Additional specific skills training in deaf awareness and communication skills would benefit deaf visitors, also guiding and description skills would benefit visually impaired visitors. Whilst some customer care training has already taken place consideration could also be given to -

- Disability awareness training so that volunteers have an appreciation of the range of disabilities, the needs of disabled people and how to address and approach disabled people.
- Training in the provision of specialist auxiliary services, such as British Sign Language, guiding visually impaired visitors, audio-description, palantyping, etc.

Recommendations

1. Strengthen work in relation to attracting volunteers from the broader community (e.g. the 25 wards that have been identified as having high levels of deprivation in Wrexham)

2. Consideration could be given to more regular review of KPIs in use to ensure they are reflective of key access goals and relevant to changes in Forward planning.

3. Consider developing a short Equal Opportunities and diversity statement specific to the museum. (within this statement targets could be set in relation to attracting volunteers from underrepresented groups within the community). The perception of the museum and its volunteers is an important one. If the museum can attract volunteers from, for example, BME groups, younger or disabled people this will help break down perceptual and cultural barriers.

4. The museum should consider training in access awareness and equality training for all staff and volunteers.

4. Partnership working and community engagement

Wrexham museum collaborates with many local community organisations and has strong links with groups in the area. The museum has a very high level of community engagement and is therefore in a strong position to both identify and manage intellectual access barriers. Many heritage projects are already the product of a close collaboration between Wrexham Heritage Service and community-based groups. The museum adopts a strong partnership approach to much of its work.

Wrexham museum is a member of the Wrexham Heritage Forum. The Forum is an independent organisation which encourages and enables public and voluntary bodies to work together with the local community in order to increase understanding, participation and conservation of the County Borough's heritage. The Forum already represents more than a dozen organisations, groups and individuals representing the local heritage sector.

The museum also works with a number of community-based heritage organisations For example community-led local history groups at Holt, Llay, Chirk, Cefn Mawr, Johnstown, Brymbo and Coedpoeth. These groups are actively involved with a variety of heritage projects (often in conjunction with Wrexham Heritage Service) researching and presenting exhibitions, recording oral history, collecting and publishing old photographs and community recollections, and working with others to preserve and sustain buildings and sites of historical significance.

The Ceiriog Memorial Institute, (a Registered Charity), is an important community facility which incorporates an independent museum. This recently refurbished and extended museum houses a collection of Welsh cultural material with particular reference to the Ceiriog Valley. It has a well-established and mutually beneficial working relationship with Wrexham Heritage Services.

There is also a Friends of Wrexham museum group, the Wrexham Area Civic Society and a well-established club for metal detector users, based in Wrexham, which works

closely with the County Heritage Service.

Access to the museum is also being encouraged amongst non-traditional groups. The museum management reports on visitor numbers and numbers of volunteers from 25 Wrexham wards that have been identified as having high levels of deprivation in order to measure success in this area. Outreach work in these 25 wards is also being encouraged by the museum.

Economic migrants play an important role in the local economy with large numbers from Poland (6,000 although some estimates are as large as 12,000). There is a well-established Polish community, which settled in Wrexham following the establishment of a Hospital for Polish people, founded during World War Two. The Museum has a small collection of material relating to the Polish Hospital.

There is also a large Traveller/Gypsy community in Wrexham although the Museum has no objects or archive collections relating to the history of this community yet.
Wrexham is one of four 'dispersal' areas for refugees and asylum seekers in Wales. There are between 40 and 70 people in Wrexham seeking asylum at any one time, with a total of about 100 people who have been granted refugee status over the last five years. There is a local Refugee and Asylum Seeker Support Group in Wrexham and there are regular meetings hosted at the nearby Methodist Church.

Consideration could also be given to making further contact with local or regional groups representing people with mobility problems, visual impairment, hearing or speech impairments and hidden impairments such as dyslexia, mental health problems, learning disabilities/difficulties or conditions such as diabetes and epilepsy could be contacted. For example some of the groups where stronger ties could be made include –

Local / Regional Groups

- Accessible Wrexham Group
- Wrexham Disability Forum
- Age Cymru Wrexham
- North Wales Society for the Blind NWSB
- Vision Support
- Age Concern North East Wales

National Groups

- VITA aims to promote the value and impact of older volunteers and to increase the number of over 65's volunteering by removing barriers across the voluntary and community sector.
- Wales Women's National Coalition is an independent umbrella organisation committed to taking women's concerns and interests to the very heart of government. It campaigns on the key issues affecting women's lives in 21st-century Wales.

- The Migrants' Rights Network (MRN) is working for a rights-based approach to migration, with migrants as full partners in developing the policies and procedures which affect life in the UK.
- The DCMW campaign is all about disabled children and young people coming together with their families and friends to make sure that the Welsh Assembly Government makes disabled children and young people a priority over the next three years. This website includes useful resources relating to work with disabled children.
- The LGBT (lesbian, gay, bisexual, and transgender) Excellence Centre Wales is a social enterprise based in Wales. It gathers and shares excellence, information and good practice for LGBT people as well as organisations that want to achieve better equality and human rights.

Wrexham museum has taken the lead on regional partnership studies. The report '*Common Cause - North and Mid Wales Museum Partnership Study*, 2008, Kathy Gee & Jane Arthur, Volition Associates, relates to a broad grouping of museums in North and Mid Wales and considers the potential for partnership working in areas such as exhibitions, education, marketing and audience development. Consideration should be given to further integrating some of the recommendations in this report to Forward planning particularly the section on *Sharing Practical Experience and Planning Activities.*

In addition the report '*North East Wales – a feasibility study to investigate potential collaboration'*, 2011, by Hilary McGowan which looked specifically at collaborative work between Denbighshire, Wrexham, Flintshire and Conwy should be considered.

Building further links with groups representing minority interests will ensure a greater breakdown of perceptual and cultural barriers. For example NWREN (North Wales Race Equality Network) and the Black Environment Network (BEN) based in Llanberis. Greater partnership working with local craftsmen and small businesses in the community would also assist in breaking down access barriers.

Recommendations

1. Consideration could be given to making further contact with local or regional groups representing people with mobility problems, visual impairment, hearing or speech impairments and hidden impairments such as dyslexia, mental health problems, learning disabilities/difficulties or conditions such as diabetes and epilepsy could be contacted.

2. Consideration should be given to further integrating some of the recommendations in the report '*Common Cause - North and Mid Wales Museum Partnership Study*, 2008, Kathy Gee & Jane Arthur, Volition Associates, particularly the section on *Sharing Practical Experience and Planning Activities.*

5. Customer care and service development

Wrexham museum has a good track record of addressing many of the issues and challenges raised by previous access audits in relation to customer care and service

development. A full access audit - including consultation with disabled users - was commissioned in 2005. The audit identified key issues and barriers in relation to physical, sensory and intellectual access to the Museum, its services and programmes, and an Action Plan was drawn up to seek to address those issues. An Impact Assessment has also recently been undertaken as part of the 'fit for purpose' review of the Collections Centre.

In addition the museums Audience Development Plan sets out the main aims in relation to service development and customer care -

- *Raise awareness and the public profile of the Museum and what it has to offer visitors (in particular people who are not traditional museum users)*
- *Create an environment in which people feel welcome, in particular that is 'family friendly, and develop the Museum as a destination and space for social interaction by all the community*
- *Develop gallery displays that: increase public understanding through interpretation of our collections in a way that people can access to suit their own learning style and level of knowledge or interest; are more dynamic and interactive; provide opportunities for the community to present and directly contribute to our knowledge of the local heritage.*
- *Work in partnership with community organisations and the local heritage sector, to develop and deliver heritage-based outreach programmes, in particular to target communities that are not traditional museum users.*

In relation to their core service there are very few intellectual access barriers at the Wrexham County Museum around the presentation and interpretation of collections (see Physical Access audit). Many of the presentations convey a strong theme that is backed up with interesting and engaging stories and labelling is generally very good. None of the displays contain too much detail that may confuse people and this makes displays more accessible to people with varying levels of understanding, disabilities or different cultural backgrounds.

In addition the museum both contributes to and adheres to the Council's corporate Equalities Plan. Equalities Impact Assessments are also carried out in relation to new policies and procedures that may impact on service delivery and customer care at the museum ensuring access barriers are not created in the course of service development.

Challenges exist throughout the region in relation to consulting with people from ethnic minorities due firstly to the low numbers of ethnic minority groups and secondly the lack of groups representing them. In relation to this and other demographic issues a number of key factors will inform future access development -

- Less than 1.2% of the population of North Wales belongs to a Black, Minority or Ethnic Community (BME). However most of the BME communities are concentrated around the Wrexham, Bangor and Rhyl.

- Wrexham has the highest proportion of its population living in the most deprived wards within the region.
- In February 2010, around 4.6 per cent of the working age population in Wrexham were claiming Jobseeker's Allowance. In 2008, around 78 per cent of working age adults were in employment.
- 19 per cent of people aged 3 or more in Wrexham can speak Welsh, compared with 27 per cent across Wales.
- In 2007, an estimated 14 per cent of working age adults in Wrexham had no qualifications, this compares with 15 per cent in Wales.
- Wrexham has a high proportion of younger people compared to neighbouring counties in Wales. The demography of North Wales is predicted to change over the next 20-30 years with a large growth in the number of older people.
- 18.5% of the resident population of North Wales is aged 65 and over.
- The population is scattered between large concentrations of people in and around the region's key urban centres, coastal resorts and rural market towns and smaller concentrations in and around rural villages, hamlets and settlements.
- Due to a relatively poorly developed road infrastructure in North Wales, travel time to museums in North Wales can be an issue for remote rural communities.

Across the wider region there is some representation of discreet ethnic groups in the form of constituted ethnic community groups. However in areas of sparse ethnic presence, there are not enough numbers of ethnic people to form representative groups. This means that, except for a few community groups representing ethnic groups with sufficient numbers, many families and individuals are spread across a large geographical area and are not active members of any constituted groups. This creates logistical challenges for direct outreach and information sharing.

The Black Environment Network (BEN) have recommended that a network or forum focused on ethnic environmental participation should be set up to support organisations wishing to involve ethnic communities in museums or heritage centres. This will enable organisations to –

- share information
- share good practice
- pool resources as appropriate
- provide mutual support
- co-ordinate work, consultations and research on common themes
- act as an overall link to ethnic community representatives
- provide a focus for policy and working practice development
- act as a stimulus to partnership working and joint initiatives or projects

Participation in a network, forum or co-ordinated joint support group to address the issue of ethnic inclusion in shaping museum services could be developed. This will help in sharing information such as the mapping of BME groups throughout Wrexham and north east Wales and will be important in developing greater understanding of visitors and potential visitors of the museum.

The Disability Rights Commission has established that approximately 1 in 7 people in Britain are disabled and the number in the coastal area of North Wales is considerably higher at 1 in 4. Statistics on sexual orientation were not included in the 2011 Census. The UK Government have used a guide estimate of between 5 – 7% of the adult population when preparing for the Civil Partnership Regulations.

Over the next 20 years the number of people of retirement age in Wales will increase by more than 5% to 650,000 i.e. to 28% of the population. By 2020 the number of very old people (85+) in Wales will increase by over a third to 82,000 and there will be almost the same number of people aged sixty and over as there will be in their twenties and thirties

Greater diversity of involvement at Wrexham County Museum will be important in shaping future services. If volunteers and collections reflect the diversity of the community then wider audiences will be attracted to the museum, and this is essential in challenging perceptions. The museum must be perceived by the community it serves as catering for and representing a diverse range of views and interests.

Recommendations

1. Ensure participation in any future network, forum or co-ordinated joint support group to address the issue of ethnic inclusion in shaping museum services

2. Consider conducting a separate non-visitor survey questionnaire to gain up-to-date data on non-visitor access barriers.

3.Continue to build collections that better represent local communities.

4. Continue to strengthen links with community organisations in Wrexham that have regular contact with non-users of the museum service.

6. Communication and information management

Broadening intellectual access is also about ensuring that visitors, staff, volunteers and other stakeholders can understand any information which the museum provides. This means making the museum or gallery experience relevant to peoples lives. Regardless of their subject knowledge, social or ethnic background, mental health, reading age, literacy levels or learning difficulties, visitors and volunteers should feel comfortable with what is on offer. There is currently very good management of publicity and marketing at Wrexham in order to broaden access to the museum.

The Museum ensures free editorial coverage in the local press through regular press releases and is also able to promote itself, free of charge, through the Council's own

regular newsletter entitled 'Update' (distributed to more than 6,000 employees) and 'Connect' (distributed to all households in the County Borough).

Wrexham Heritage Service produces a regular high quality bilingual brochure that provides visitor information and promotes the exhibition and events programme at the County Borough Museum. The brochure also includes information about other museums and heritage sites managed by the Council. Each print run is 10,000 and the leaflet is distributed to a wide range of venues including local libraries and visitor facilities, tourist information centres and other museums in North Wales and the Borders. Individual information brochures are also available for the Palmer Centre and Collection Centre facilities at the Museum.

Posters are also produced for individual exhibitions and events. In addition to museum literature, information about activities for children and young people is included within the Easter and summer holiday activity brochures that the Leisure, Libraries and Culture Department produces and distributes to every primary school pupil in Wrexham County Borough. Events are also promoted within the quarterly Borderlands 'What's On Brochure'.

The Museum works within the policy and procedures of the Council's corporate Welsh Language scheme. Signage, display panels, promotional materials and published education resources are produced in both English and Welsh. However only some staff are able to speak Welsh, therefore the range of activities provided through the medium of the Welsh Language is limited.

The museum should consider further development of work in relation to gathering up-to-date information on the communication needs of different local service users which could be used to provide a more tailored service to individual visitors or groups (for example community languages other than English and Welsh, Braille etc).

Wrexham museum makes very good use of technologies to enhance the experience of visitors who are visually impaired (e.g. audio guides, sensor triggered displays etc) Consideration should also be given to developing specific resources for presenting and interpreting online collections to specific user groups, e.g. descriptions of objects for visually impaired people and accessible language and communication through symbol systems and images for people with learning difficulties.

Consideration should also be given to address the issue of how the museum markets itself through the use of the internet. For example no use has been made of social media websites such as Facebook and Twitter in order to promote events and exhibitions (although Wrexham County Borough Council has a Facebook page there is no dedicated page for the museum).

The museum has a good website with full access information provided. The site has also won awards and has been voted 'Best Local Government Website in Wales'. The website can be viewed in a number of different languages as well as English and Welsh. However the site does not provide information in British Sign Language, an important access feature for many people who are born deaf.

The museum also makes good use of the internet in the galleries (visitors are able to search for items via the internet at a touch screen monitor and the workstation displays the page onto a large screen so it can be viewed by a family or educational group if needed). Wrexham museum is registered with The Peoples collection Wales and has two collections comprising over 70 items ensuring good online access.

Despite very good levels of access for the local authority website consideration could still be given to developing a separate, dedicated website for the museum. Feedback from service user groups (e.g. people with varying levels of understanding, different cultural backgrounds and differences in relation to disability, race, gender, age, religious belief and sexual orientation) could be obtained in the development of a new site.

Recommendations

1. Consider further development of work in relation to gathering up-to-date information on the communication needs of different local service users which could be used to provide a more tailored service to individual visitors or groups (for example community languages other than English and Welsh, Braille etc).

2. Consideration should also be given to developing specific resources for presenting and interpreting online collections to specific user groups, e.g. descriptions of objects for visually impaired people and accessible language and communication through symbol systems and images for people with learning difficulties.

3. Any new booklets, leaflets, posters and the current website should be developed in consultation with museum visitors and community groups.

4. Consider making more use of social media websites such as Face book and Twitter in order to promote events and exhibitions and encourage broader access.

5. Continue to develop entries on The Peoples collection Wales site to provide further access to hard to reach groups or people who are housebound.

6. Consider developing a separate website for the museum

7. Current interpretation could be built upon to provide a consistent level of explanation with options for learning levels and alternative formats -

- Provide for different learning levels and communication skills to include simple text and BSL
- Alternative formats such as audio description and handling objects may require volunteer training in visual description
- Build on provision of both large print and Braille
- Include hands-on and handling elements for a wide range of displays
- Volunteers trained in deaf awareness and BSL could provide interpretation
- An inclusive programme of events and activities with descriptive or BSL interpreted talks open to everyone
- Include representation and stories of disabled people as part of the interpretation process.

- It is important to provide layered information to include title, introduction, context and object information.

7. Consultation and feedback mechanisms

Wrexham museum has a very positive culture in relation to consultation with its stakeholders. For example there was very wide consultation carried out in relation to the recent refurbishment of the museum. The Museum carried out a series of consultation exercises with the local community in order to -

- *Gain an insight into how the community currently does or does not engage with heritage generally, and the Museum and its services more specifically.*
- *Ensure that the development proposals for the Museum reflect the needs and priorities of the wider community.*
- *Widen the scope of services and facilities that the Museum should consider offering to broaden its audience.*
- *Foster a sense of community ownership in the Museum.*
- *Establish new partnerships within the community.*

Wrexham County Borough Council also has 'The People's Voice', a partnership of authorities in Wrexham who are committed to working with all the people of Wrexham to promote the highest sustainable quality of life.

The museum has consulted with staff over Sunday opening and there is also a programme of specific event and activity based consultation that takes place (e.g. the annual "history alive" event). There was also a Heritage survey carried out two years ago by the Citizens Panel (Local authority established consultative panels)

In relation to more formal consultation there are clear benefits for breaking down access barriers that the museum is currently benefiting from (e.g. the recent refurbishment). However future consideration could be given to establishing specific user groups in order to consult with and obtain feedback on a more regular basis. For example a disability user group or a young persons user group.

Taking into account service user views for developing and improving Wrexham County Museum is very much embedded in the culture of the museum. In order to develop this dimension further there are additional ways the museum can obtain feedback. For example enhanced visitor feedback can be included in the development of the website for the museum. In addition audio guides, as well as addressing access issues for the visually impaired, have the ability to conduct a short customer satisfaction survey at the end.

Since feedback aimed at developing museum services and breaking down access barriers can derive from a number of methods and sources it will be important to adopt a consistent and regular approach for consolidating, interpreting and reporting the results (perhaps in the form of a new consultation policy and procedure) The museum will also need to increasingly demonstrate how feedback and suggestions are being used to improve services through agreed reporting mechanisms on a regular basis. In addition visitors and affiliated groups will need to be shown how the museum

experience has been improved as a result of obtaining feedback in order to evidence genuine commitment.

Consideration should also be given to ensuring that all types of feedback place more emphasis on linking comments and levels of satisfaction to particular groups. Wherever possible visitor feedback should include a demographic profile covering areas such as age, ethnicity, gender, disability etc. Further questions in relation to transport will also provide valuable data around possible geographical and physical access barriers.

Consideration could also be given to consultation with NWREN (North Wales Race Equality Network) or the Black Environment Network (BEN) based in Llanberis. These groups would provide useful insight in beginning to break down perceptual and cultural access barriers.

Visitor comments sheets are used at the museum and these are regularly typed up and analysed. The museum has recently introduced the use of Generic Learning Outcomes (the MLA self-help improvement framework for museums, libraries and archives). Feedback is now being compared to the five strands of the GLO framework.

It was reported that complaints that are received tend to be dealt with informally and are not collated into a report specific to the museum at Wrexham. Viewing complaints as another form of feedback from which learning points can be drawn is important and consideration should be given to more regular and systematic analysis of any complaints, what can be learnt, and what service improvements may be necessary as a result of complaints.

Separate consultation has also taken place in relation to the Collections Centre.
A bilingual visitor questionnaire (English/Welsh) has been developed and is available for self-completion by all visitors to the Collections Centre. The format of the questionnaire is based on one used for gathering national data for the archives sector so benchmarking is possible. Consideration should also be given in relation to benchmarking feedback from the museum visitors/non visitors as well

The Public Services Quality Group of the Archives and Records Association (UK & Ireland) have a standard Survey of Visitors to UK Archives questionnaire. This means that benchmarking on a national scale is relatively straightforward. Wrexham museum should also consider benchmarking its quantitive museum visitor data with other museums where this information is available (also consider KPIs). This is also an area were joint working with other regional museums and heritage centres could be developed.

Recommendations

1. Consideration could be given to establishing specific user groups in order to consult with and obtain feedback on a more regular basis. For example a disability user group or a young person's user group.
2. Ensure a regular evaluation is made of the different ways of obtaining feedback and consider new methods. For example visitor feedback could be included in the development of the website for the museum (online questionnaires could be introduced and in a format accessible to different groups e.g. in different languages and available

as speaking pages). In addition audio guides, as well as addressing access issues for the visually impaired, have the ability to conduct a short customer satisfaction survey at the end.

3. Adopt a consistent and regular approach for consolidating, interpreting and reporting the results of consultation and feedback (perhaps in the form of a new consultation policy and procedure).

4. The museum will also need to increasingly demonstrate how feedback and suggestions are being used to improve services through agreed reporting mechanisms on a regular basis.

5. Consideration should be given to ensuring that all types of feedback place more emphasis on linking comments and levels of satisfaction to particular groups.

6. Look at a museum specific system for more regular and systematic analysis of any complaints, what can be learnt, and what service improvements may be necessary as a result of complaints.

7. Wrexham museum should also consider benchmarking its quantitive museum visitor data with other museums where this information is available (also consider KPIs). This is also an area were joint working with other regional museums and heritage centres could be developed.

8. Museum collections, events and exhibitions

The breadth of the collections at Wrexham museum reflects the unique contribution that the local community have made to the heritage of Wales. Archaeological collections include the skeletal remains of Bronze Age 'Brymbo Man' and excavated finds from the Roman settlement at Plas Coch. Wrexham's role as an important centre for technological and industrial development from the 18th to the 20th centuries is represented by significant collections on brewing, clocks, printing, the chemicals industry, brick, tiles and terracotta-making as well as iron and steel-making, lead and coal mining.

The wealth and character of the Wrexham area was built upon this economic activity and the Heritage Service holds extensive collections. Many collections illustrate the history and lives of the rural and urban communities that evolved. The museum has material relating to the Royal Welch Fusiliers to reflect the role that it played in the life of the community and an extensive collection of artefacts that could form the basis for developing a National Football Collection for Wales.

The Archive Service, located in the Museum, was established in 1996. Since then, a collection of original archives (documents, photographs, maps etc.) and supporting information materials related to the County Borough has been brought together to provide a complementary research resource. This collection was further augmented when the local history reference collection transferred from Wrexham Library to the Museum in spring 2002, bringing together for the first time all of the museum, archive and local history collections under one roof.

The interpretation throughout Wrexham County Museum is of a very high standard and uses many types of media. These include audio-visual presentations, film footage, touch screen monitors, information panels with illustrations or photographs incorporated, interactive equipment, wall and board games and hand-held cards, folders and exhibits displayed under glass. As a consequence there are far fewer sensory barriers at the museum since a broad multi-sensory experience is provided.

Exhibitions are supported by the museums Interpretation strategy. The eight key aims of the strategy ensure that the museum continues to identify barriers, deliver high standards of intellectual access and continually improve services in relation to collections, events and exhibitions

- *The exhibitions at Wrexham County Borough Museum should be designed to provide an enjoyable interactive learning experience*
- *An enjoyable interactive learning experience*
- *Meets the needs of the museum's target audiences in the local community and beyond, especially non traditional users, first time visitors and young people (both through school use and informally)*
- *Encourages repeat visits*
- *Creates a sense of ownership amongst the local community of the museum and their heritage*
- *Allows everyone to explore the heritage of Wrexham County Borough through the museum collections, the stories of local communities and staff knowledge and skills.*
- *Enables everyone to continue their exploration of the local heritage elsewhere in the building and beyond*
- *Economically, environmentally, and technologically sustainable.*

There are also six community cases at the front of the museum near the reception and cafe area where community groups can put on displays (recent talks took place with "VIEW" (Visually impaired endeavors in Wrexham) about putting on a display in the community cases. The museum has a Temporary Exhibition Programme. These exhibitions are the main way by which the Museum attracts repeat visits, targets new audiences and generates press coverage. The Museum has two galleries on the ground floor that it uses for temporary exhibition programmes.

The museum has thought about and set out its strategic partnerships in relation to collections, events and exhibitions (e.g. Wrexham Heritage Forum, Amgueddfa Cymru, The National Museum of Wales, Llyfrgell Genedlaethol Cymru, The National Library of Wales, Royal Welch Fusiliers Museum Collection Trust). Wrexham museum has also taken the lead on regional partnership studies (*Common Cause - North and Mid Wales Museum Partnership Study*, 2008, Kathy Gee & Jane Arthur, Volition Associates and

'*North East Wales – a feasibility study to investigate potential collaboration*', 2011, by Hilary McGowan).

The museum is also clear about its community partnerships and has a planned approach to collaborative working in relation to collections, events and exhibitions in order to broaden access (e.g. the Age Concern – 'Welcome to Wales' project, the Wrexham Youth Service – 'I DecIDe My Identity project and the Northern Marches Cymru – 'Bridging the Years' project).

Wrexham County Museum should build on these strengths and continue to further develop their themes and priorities for future collecting through wider consultation within the community. Although individuals will donate items to the Museum (and sometimes offer suggestions about collections) active involvement from local community groups in relation to acquisition of collections is an important area to development in order to break down perceptual and cultural barriers.

Work in this area will encourage more non-users to visit the site since the Museum will be seen increasingly as representing a more diverse range of views and interests. An important measure of intellectual access is how far communities that the museum serves see collections, events and exhibitions as catering for and representing a diverse range of views and interests

The museum has a broad programme of annual events that engages a wide-ranging public and Wrexham is successful in linking events and exhibitions to national festivals. Much of the partnership working has grown from a planned strategic approach to community events.

Consideration could also be given to an audit of the museum collections looking at the variety of materials that celebrate cultural diversity and setting a defined/permanent budget for acquiring materials that celebrate cultural diversity.
In addition some collaborative working with other archives, library services or museums to collectively facilitate acquisition of culturally diverse materials could be considered.

In addition further research could be carried out into existing museum collections in order to discover and develop aspects that are relevant to culturally diverse communities (e.g. cataloguing and indexing for cultural diversity).

Recommendations

1. The museum should consider further developing their themes and priorities for future collecting through wider consultation within the community.

2. Consider increased collaborative working with other archives, library services or museums to collectively facilitate acquisition of culturally diverse materials.

3. The museum may want to consider an audit of the collections looking at the variety of materials that celebrate community diversity.

4. Research could be carried out into existing museum collections in order to discover and develop aspects that are relevant to culturally diverse communities (e.g. cataloguing and indexing for cultural diversity).

5. The museum could also carry out some work in relation to identifying gaps in local interest and addressing these issues.

9. Education and Outreach work

The current outreach work at the museum (called the "museum on wheels") covers care homes where real items and replicas are taken and talks are given. Eight care homes are visited on a regular basis and photos of old Wrexham are also taken to the homes. Outreach work is currently spread mostly by word of mouth. Consideration could be given to more formal publicity for outreach using both traditional (newspapers, posters, leaflets etc) and non-traditional methods (websites, social networking etc). Other outreach work includes giving heritage talks for community groups (e.g. The Women's Institute, the Chapel group) and talks are also given in Welsh.

The museum expressed a wish to engage more with non-traditional users but cited resource issues as a constraint. Plans for more community engagement include reminiscence boxes for care homes and sheltered schemes, more talks and community events. Consideration could be given to developing the volunteer base in relation to increasing outreach activities within the community.

Much of the current outreach work is focused on schools (there is a Learning and Access Officer in post at Wrexham and a Learning and Access policy 2005-12 is in place). The museum works with approx 72 schools. Some of the schools closer to the museum will be able to visit on foot but transport for schools in rural areas does act as a barrier particularly for those with no mini bus. Outreach is provided to many schools in the area (e.g. tiles from the JC Edwards tile factory were taken out to schools recently as part of the "Made in Wrexham" exhibition). Approx 20 schools receive an outreach service each year, mostly to after schools clubs.

The museum has the ability to provide outreach work in English or Welsh and education work is well publicised in the form of a newsletter three times a year that covers the annual programme of events, the website and word of mouth.

An important method of identifying and then breaking down access barriers is to seek regular feedback from different audiences. Wrexham County museum demonstrates a strong commitment and understanding in this area. Feedback is taken from schools in relation to likes and dislikes and whether the service is meeting expectations. For workshops held at the museum (there is an education room) the biggest barrier is the expense involved in travelling to the museum (for schools outside of walking distance). There is also a small charge for schools workshops (£1.85 per pupil for a half day and £2.25 for a full day).

Younger children engage with the heritage through formal learning linked to the Welsh National Curriculum and out of school provision such as Wrexham Children's University. The Museum and Archives Service run a monthly history and heritage club for children aged 7-11 years old. The sessions last for two hours and are held on the

first Saturday of every month at Wrexham Museum. Three consecutive sessions equal one completed Children's University module. Modules have included Bryn's Buddies - From the Bronze Age to the Romans and Bryn's Buddies - A Cultural Celebration.

The museum also liaises with local higher and further educational institutions - NEWI and Yale College (which are also partners in the Community University of North Wales) - also have a significant role to play in providing courses and training to enable wider understanding and appreciation of heritage, and to develop the skills needed for restoration and maintenance projects.

Recommendations

1. Consideration could be given to more formal publicity for outreach using both traditional (newspapers, posters, leaflets etc) and non-traditional methods (websites, social networking etc).

2. Consideration could be given to developing the volunteer base in relation to increasing outreach activities within the community.

10. Geographical and transport barriers

Transport links in Wrexham are good and the Museum is well located for visitors using public transport since it is situated only two hundred yards from the main bus station where there is a Shopmobility service. There is also a taxi stand, and the museum is only a few minutes walk from two railway stations, Wrexham Central and Wrexham General.

Wrexham Central railway station is the smaller of two main railway stations serving Wrexham. It is the southern terminus of the Borderlands Line, also known as the Wrexham-Bidston line, which links north-east Wales to Merseyside. The current station was constructed in 1998 to serve Wrexham, specifically the Island Green shopping centre behind the museum.

Wrexham Central station has some provision for accessibility. There is step free access coverage, accessible public telephones and ticket machines, impaired mobility set down and disabled parking but assistance with the ramp for train access needs to be booked in advance. However there is no staff help, induction loop, accessible toilets or taxi rank at the station.

Wrexham General is a mainline station and benefits from Inter-City services towards Holyhead, Birmingham International, Cardiff Central and London Euston. The station is also situated on the Borderlands Line, providing local services towards Deeside and Merseyside for connections to Liverpool Central.

Wrexham General station has slightly better access since in addition to the above the station also has cycle storage, an accessible ticket office counter, an induction loop, accessible toilets and wheelchairs are available. Staff help is also available Monday-Friday 06:15-19:15, Saturday 06:45-19:45, Sunday 11:30-19:00.

There are public car parks adjacent to the Museum on St Marks Road and Island Green. There are also three parking spaces for disabled visitors to the Museum on St Marks Road, although restriction of usage by disabled museum visitors only cannot be enforced. Parking is sometimes provided on the Museum forecourt for evening events. Access for groups arriving by coach is more difficult, as the Museum is located adjacent to traffic lights on a busy junction. Coaches drop off visitors at the Museum and then move on to park elsewhere.

The bus terminal in Wrexham serves local, regional and long-distance bus services. It is served by various bus companies, including Arriva Buses Wales, GHA Coaches and Townlynx. Long-distance coaches are available to Edinburgh via Manchester, Bradford and Leeds and to London via Telford and Birmingham. Wrexham is also served by the National Express coach network, which picks up from the Wrexham bus station.

North East Wales is rich in culture, history and language and is characterised by a diversity of communities but whilst some are affluent many others are suffering disadvantage because of factors including remoteness, low economic activity and outdated housing, infrastructure and facilities. Some of these communities are small, particularly in the deep rural areas. A number of rural towns and numerous small communities do not lie naturally within any of the main corridors of movement. Many of them have suffered depopulation and reduced economic activity in recent decades and transport links are poor.

Residents who are 60 plus or disabled or in receipt of DLA are entitled to concessionary fares. Nevertheless owning a car significantly increases the likelihood of people visiting the museum.

Journey times to the museum by private car are generally shorter than by public transport. Access, egress and interchange times contribute to much longer public transport times than by private car. This acts as a barrier to accessing museum and its services. Some groups within the region have greater issues with accessibility for example, non-car households, under 18s, over 60s (although they do benefit from concessionary fares schemes) and people with disabilities.

The commercial and contract bus services in Wrexham are supplemented and complemented by community transport schemes such as Social Car Schemes, Group Transport, Chariotts Community Transport Scheme, Shopmobility and a Taxibus. However these services are limited and their reliance on volunteers in many cases can lead to pressures in terms of availability. In terms of taxis and private hire vehicles, there is very good coverage throughout the region although there is a shortage of accessible taxis in the area.

Recommendations

1. The museum could consider liaison with local accessible bus schemes or tours to offer a special drop-off service between the station, the museum and other sites.

11. Summary of recommendations

The aim of this document is to establish a set of recommendations for addressing access issues at Wrexham County Museum. The recommendations recognise that access barriers may be physical, sensory, intellectual, cultural, economic and attitudinal. The recommendations suggest ways to overcome those barriers, to increase the number of people visiting the Museum and to improve the quality of the visitor experience. Where appropriate the recommendations address relevant local, regional and national agenda.

Some of the recommendations are highlighted in red as "quick wins" that can be introduced within the first six months of beginning work on the Access audit recommendations. Some of these highlighted actions are also particularly important in beginning to address access barriers. The Access audit recommendations should be monitored and reviewed on a regular basis to ensure that steady progress is made towards breaking down access barriers identified in this report.

In addition it should be noted that whilst there are no immediate costs associated with many of the recommendations in this report there are clearly resource implications in relation to staff or volunteers time.

To enable strategic and cost planning to be undertaken an indication of the potential cost of certain recommendations has been provided. However for the purposes of this report it has been assumed that costs for many of the recommendations will be absorbed internally through the work of staff, volunteers and others. Where a recommendation could be contracted out a indication of this cost is given. The costs indicated are based upon my experience and knowledge of access projects and market research.

A number of recommendations have been made following the intellectual access audit that will need to be considered by the museum in relation to their impact on increasing access and also within the overall context of capacity and resources. In order to help in this process all recommendations have been given a category in order to assist with internal planning. The following three categories have been used in order to prioritise each of the recommendations in the intellectual access audit for Wrexham County Museum –

Category	Description of issue
A	A priority area in order to improve levels of intellectual access within the Museum. This recommendation can either be addressed as an internal management issue or contracted out. In this category there may be a potential deficiency in respect of duties under the Equality Act 2010 or the Disability Equality Duty under the DDA .
B	An important area of work that will improve levels of intellectual access within the Museum. This recommendation should be addressed as an internal management issue.
C	An area of work that is non priority but should be included in forward planning. This recommendation can be addressed as an internal management issue.

1. The culture and governance of the Museum		
Recommendation	**Cost**	**Category**
1. Strengthen work in relation to attracting volunteers from the broader community (e.g. the 25 wards that have been identified as having high levels of deprivation in Wrexham)	Internal. management – no cost	**C**
2. Consideration could be given to more regular review of KPIs in use to ensure they are reflective of key access goals and relevant to changes in Forward planning.	Int. management – no cost	**B**
3. Consider developing a short Equal Opportunities and diversity statement specific to the museum. (within this statement targets could be set in relation to attracting volunteers from underrepresented groups within the community). The perception of the museum and its volunteers is an important one. If the museum can attract volunteers from, for example, BME groups, younger or disabled people this will help break down perceptual and cultural barriers.	Int. management – no cost	**C**
4. The museum should consider training in access awareness and equality training for all staff and volunteers.	No cost - consider in house/free training first	**C**

24

2. Partnership working and community engagement		
Recommendation	**Cost**	**Category**
1. Consideration could be given to making further contact with local or regional groups representing people with mobility problems, visual impairment, hearing or speech impairments and hidden impairments such as dyslexia, mental health problems, learning disabilities/difficulties or conditions such as diabetes and epilepsy could be contacted.	Int. management – no cost	**C**
2. Consideration should be given to further integrating some of the recommendations in the report *'Common Cause - North and Mid Wales Museum Partnership Study*, 2008, Kathy Gee & Jane Arthur, Volition Associates, particularly the section on *Sharing Practical Experience and Planning Activities.*	Int. management – no cost	**C**

3. Customer care and service development		
Recommendation	**Cost**	**Category**
1. Ensure participation in any future network, forum or co-ordinated joint support group to address the issue of ethnic inclusion in shaping museum services	Int. management – no cost	**B**
2. Consider conducting a separate non-visitor survey questionnaire to gain up-to-date data on non-visitor access barriers.	With volunteers - Int. management – no cost	**B**

25

3.Continue to build collections that better represent local communities.	Int. management – no cost but consider acquisitions budget	**C**
4. Continue to strengthen links with community organisations in Wrexham that have regular contact with non-users of the museum service.	Int. management – no cost	**C**

4. Communication and information management		
Recommendation	**Cost**	**Category**
1. Consider further development of work in relation to gathering up-to-date information on the communication needs of different local service users which could be used to provide a more tailored service to individual visitors or groups (for example community languages other than English and Welsh, Braille etc).	Int. management – no cost / or seek quotes for work if contracted out	**C**
2. Consideration should also be given to developing specific resources for presenting and interpreting online collections to specific user groups, e.g. descriptions of objects for visually impaired people and accessible language and communication through symbol systems and images for people with learning difficulties.	Initial scoping exercise - Int. management – no cost	**C**
3. Any new booklets, leaflets, posters and the current website should be developed in consultation with museum visitors and community groups.	Int. management – no cost	**B**

4. Consider making more use of social media websites such as Face book and Twitter in order to promote events and exhibitions and encourage broader access.	Int. management – no cost	**C**
5. Continue to develop entries on The Peoples collection Wales site to provide further access to hard to reach groups or people who are housebound.	Int. management – no cost	**C**
6. Consider developing a separate website for the museum	Initial scoping exercise - Int. management – no cost.	**B**
7. Current interpretation could be further strengthened in the following ways - ▪ Provide for different learning levels and communication skills to include simple text and BSL ▪ Alternative formats such as audio description and handling objects may require volunteer training in visual description ▪ Build on provision of both large print and Braille ▪ Include hands-on and handling elements for a wide range of displays ▪ Volunteers trained in deaf awareness and BSL could provide interpretation ▪ An inclusive programme of events and activities with descriptive or BSL interpreted talks open to everyone ▪ Include representation and stories of disabled people as part of the interpretation process. ▪ It is important to provide layered information to include title, introduction, context and object information.	Int. management – no cost	**C**

5. Consultation and feedback mechanisms		
Recommendation	**Cost**	**Category**
1. Consideration could be given to establishing specific user groups in order to consult with and obtain feedback on a more regular basis. For example a disability user group or a young person's user group.	Int. management – no cost	**C**
2. Ensure a regular evaluation is made of the different ways of obtaining feedback and consider new methods. For example visitor feedback could be included in the development of the website for the museum (online questionnaires could be introduced and in a format accessible to different groups e.g. in different languages and available as speaking pages). In addition audio guides, as well as addressing access issues for the visually impaired, have the ability to conduct a short customer satisfaction survey at the end.	Int. management – no cost	**C**
3. Adopt a consistent and regular approach for consolidating, interpreting and reporting the results of consultation and feedback (perhaps in the form of a new consultation policy and procedure).	Int. management – no cost	**C**
4. The museum will also need to increasingly demonstrate how feedback and suggestions are being used to improve services through agreed reporting mechanisms on a regular basis.	Int. management – no cost	**C**
5. Consideration should be given to ensuring that all types of feedback place more emphasis on linking comments and levels of satisfaction to particular groups.	Int. management – no cost	**B**
6. Look at a museum specific system for more regular and systematic analysis of any complaints, what can be learnt, and what service improvements may be necessary as a result of complaints.	Int. management – no cost	**C**

28

7. Wrexham museum should also consider benchmarking its quantitive museum visitor data with other museums where this information is available (also consider KPIs). This is also an area were joint working with other regional museums and heritage centres could be developed.	Int. management – no cost	**B**

6. Museum collections events and exhibitions		
Recommendation	**Cost**	**Category**
1. The museum should consider further developing their themes and priorities for future collecting through wider consultation within the community.	Int. management – no cost	**C**
2. Consider increased collaborative working with other archives, library services or museums to collectively facilitate acquisition of culturally diverse materials.	Int. management – no cost	**C**
3. The museum may want to consider an audit of the collections looking at the variety of materials that celebrate community diversity.	Int. management – no cost / or seek quotes for work if contracted out	**B**
4. Research could be carried out into existing museum collections in order to discover and develop aspects that are relevant to culturally diverse communities (e.g. cataloguing and indexing for cultural diversity).	Int. management – no cost / or seek quotes for work if contracted out	**C**
5. The museum could also carry out some work in relation to identifying gaps in local interest and addressing these issues.	Int. management – no cost	**C**

29

7. Education and Outreach work		
Recommendation	**Cost**	**Category**
1. Consideration could be given to more formal publicity for outreach using both traditional (newspapers, posters, leaflets etc) and non-traditional methods (websites, social networking etc).	Int. management – no cost	**C**
2. Consideration could be given to developing the volunteer base in relation to increasing outreach activities within the community.	Int. management – no cost	**C**

8. Geographical and transport barriers		
Recommendation	**Cost**	**Category**
1. The museum could consider liaison with local accessible bus schemes or tours to offer a special drop-off service between the station, the museum and other sites.	Int. management – no cost	**C**

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BAT SURVEY REPORT

AUGUST 2022

Wrexham County Borough Museum and Archives,
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URBAN GREEN

QUALITY MANAGEMENT

Project No.:	UG1678				
Project:	Wrexham Museum				
Location:	Regent Street, Wrexham, LL11 1RB				
Title:	Bat Survey Report				
Document Type:	BSR	**Issue No.:**	01		
Date:	26th August 2022				
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NON-TECHNICAL EXECUTIVE SUMMARY

Wrexham Council is proposing to undertake internal renovation works at Wrexham Museum in Wrexham (hereafter referred to as 'the site'). The proposals include the update of the internal layout to allow further exhibits to be added.

Urban Green have been appointed to complete Nocturnal Bat Surveys and a Report of the site, following recommendations made within a Preliminary Roost Assessment conducted at the site in July 2022. One building was identified on site (B1), which was assessed as having **Moderate** bat roost potential and as such two further bat surveys in the form of emergence and re-entry surveys were recommended to determine the presence or likely absence of a bat roost within the Building and inform any further mitigation requirements.

As such, one dusk emergence survey and one dawn re-entry survey were undertaken to assess the building's suitability for roosting bats, following good practice guidance as set out in Collins (2016). Surveys were undertaken on the 4th August (dusk emergence) and 26th August (dawn re-entry) which is within the peak survey period for bats.

No evidence of a bat roost was identified during surveys, with low levels of bat activity recorded at the site, and therefore no further surveys or mitigation considerations with respect to bats are necessary for the development to proceed.

CONTENTS

1 Introduction 1
1.1 Background to the Scheme 1
1.2 Site Context 1
1.3 Purpose of this Report 2
2 Previous Surveys 3
3 Methods 4
3.1 Nocturnal Bat Surveys 4
3.2 Constraints to the Survey 5
3.3 Lifespan of Reports 5
4 Results 6
4.1 Nocturnal Surveys 6
4.1.1 Dusk Emergence - 04/08/2022 6
4.1.2 Dawn Re-entry – 26/08/2022 6
4.2 Assessment 6
5 Mitigation Recommendations 8
5.1 Impact Assessment 8
5.2 Lighting Mitigation 8
6 Conclusion 9
7 References 10
Appendix 1 - Relevant Legislation 11

1 Introduction

1.1 Background to the Scheme

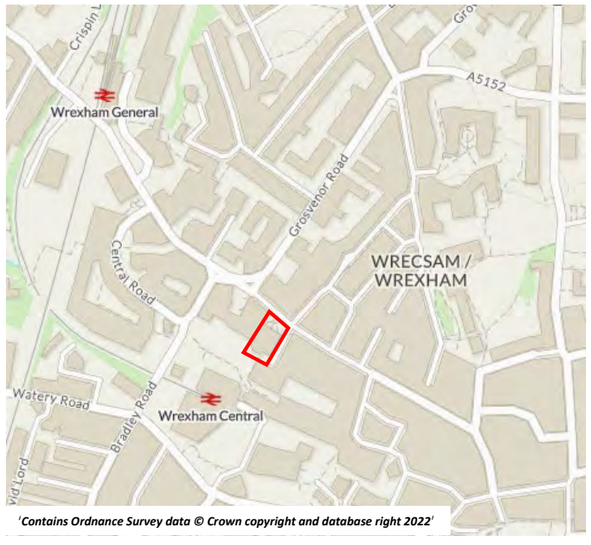
Wrexham Council is proposing to undertake internal renovation works at Wrexham Museum in Wrexham. The proposals include the update of the internal layout to allow further exhibits to be added.

Urban Green have been appointed to undertake further Nocturnal Bat Surveys following recommendations outlined within Preliminary Roost Assessment (PRA), undertaken at the site by Urban Green in July 2022.

The author of the report is Max Grindle BSc, QCIEEM, Assistant Ecologist at Urban Green. Max has experience providing ecological consulting services for a range of development schemes across the UK, including residential and commercial schemes.

1.2 Site Context

The site is located at National Grid Reference SJ 33179 50447 and comprises a total area of approximately 0.2ha (see Figure 1).



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Figure 1 – Site Extent

The site is located within the centre of Wrexham, approximately 50m north of Wrexham Central train station. Commercial, industrial, and residential buildings are present on all aspects of the building, with Bellevue Park present approximately 200m south of the site.

1.3 Purpose of this Report

This report has been produced to demonstrate the results of nocturnal bat surveys which were completed at the site. The surveys were conducted to confirm likely absence or presence of roosting bats. Appropriate mitigation and suitable roost replacement (compensation) are detailed (if required). The report has been produced in support of the proposed planning application.

Relevant UK legislation of the protection of all UK bats are detailed in Appendix 1.

2 Previous Surveys

A PRA was completed at the site by Urban Green in July 2022 and is detailed within the accompanying report: ref: UG_1678_ECO_PRA_01 (Urban Green, 2022). A single two storey stone building was located within the site boundary, for which both an external and internal assessment was undertaken. Please refer to Table 1, which summarises the site assessment documented within the PRA.

Table 1 - PRA Summary (UG_688_ECO_PEA_01, 2020).

Aspect Reference	Description and evidence
Northern aspect	The northern aspect of the building forms the front entrance to the museum. The stonework is in very good condition throughout, with no gaps in the mortar or gaps present around door or window frames. The edges of the tiles on the roof were also sealed with stone, preventing access to the underside of the tiles. However, there are multiple lifted tiles present within the roof and along the ridge which could offer suitable roosting opportunities for crevice dwelling species such as pipistrelles (*Pipistrellus spp.*). The lead flashing along the base of the chimney stacks appeared to be in very good condition and was tight to the stonework throughout.
Eastern aspect	The eastern aspect of the building comprises gable ends of the multiple pitched roofs and a wall approximately 4m in height. This wall was in very good condition throughout, with no defects in the mortar observed. The gable ends were sealed with stone and were noted to be in good condition throughout, offering no potential roost features. A tree partially obscured some of the view of the building from this aspect, however this is not a significant constraint. As with the northern aspect, there some minor lifted tiles present on the roof visible from this aspect that would provide PRFs for crevice dwelling bat species.
Southern aspect	The southern aspect was the least visible of all aspects as it was mostly formed of the exterior wall of the museum, with an adjacent building in close proximity that allowed for a slightly obstructed view of the roof. The wall was in good condition throughout, with no defects noted. The tiles on the roof had minor defects through lifted tiles that could support a small number of crevice dwelling bat species.
Western aspect	The western aspect of the building forms another gable end, with multiple smaller pitched roofs also present on this aspect. The stonework of the building was on very good condition throughout and was well sealed around the roof tiles and window/door frames. Minor defects were noted in the roof tiles again on this aspect, with some lifted tiles present that could provide roosting habitat for crevice dwelling bat species.
Internal	An internal inspection was undertaken of the roof void where possible within the building. Access to the roof was possible in three separate locations within the buildings and the underside of the roof tiles and loft could be viewed from all three. The underside of the roof tiles was lined with insulation boarding throughout the building. This appeared to be well sealed and in good condition throughout, with no means of internal access to the roof void seen throughout the building.

As the building was assessed as having **moderate** bat roosting potential, a minimum of two nocturnal emergence and re-entry bat surveys were recommended, following guidance set out in Collins (2016).

3 Methods

3.1 Nocturnal Bat Surveys

One emergence and one re-entry survey was undertaken of Building 1 following guidance set out in Collins (2016). All surveys were conducted by eight suitability qualified ecologists, and under the guidance of Mark Blacker, Senior Ecologist at Urban Green who holds a Level 1 Class Licence for bats (2022-10353-CL17-BAT).

The surveys were conducted using handheld BatScanner bat detectors. Surveyors were positioned around the features to observe the Potential Roosting Features (PRF) identified during the PRA. The emergence survey started at least 15 minutes before sunset and continued until approximately 1.5 hours after sunset. The re-entry survey started approximately 1.5 hours before sunrise and continued until 15 minutes after sunrise.

Summary of the survey details are provided in Table 2. Figure 2 provides a plan illustrating surveyor positions.



Figure 2 – Surveyor vantage points

Table 2 - Emergence/Re-entry Survey Details

Date	Survey type	Sunset/ sunrise time	Survey time	Surveyor positions	Weather conditions at sunset
04/08/22	Dusk emergence	21:00	20:45 – 22:30	S1 – Jessica Sibley S2 – Jake Healy S3 – Toby Mills S4 – Max Grindle S5 – Thomas Hardman S6 – Jennifer Furby S7 – Shannon Brady S8 – Sarah Child	Temp: 16°C Cloud cover: 0/8 oktas Wind: 0 Beaufort Precipitation (Ppt): None
26/08/22	Dawn re-entry	06:11	04:41 – 06:26	S1 – Jessica Sibley S2 – Jake Healy S3 – Toby Mills S4 – Mark Blacker S6 – Katy Ellen S7 – Shannon Brady S8 – Max Grindle	Temp: 12°C Cloud cover: 0/8 oktas Wind: 0 Beaufort Precipitation (Ppt): None

Mark Blacker – Senior Ecologist with over four years' bat survey experience and holding a Level 1 Class Licence for bats (2016-27107-CLS-CLS).

Jake Healy – An ecologist with over three years' bat survey experience.

Katy Ellen – A seasonal ecologist with two years' bat survey experience.

Max Grindle – An assistant ecologist with one year's bat survey experience.

Shannon Brady – A Biodiversity Net Gain Consultant with one year's bat survey experience.

Jessica Sibley – A seasonal ecologist with one year's bat survey experience.

Toby Mills – A seasonal ecologist with one year's bat survey experience.

Jennifer Furby – A seasonal ecologist with one year's bat survey experience.

Sarah Child – A seasonal ecologist with one year's bat survey experience.

Thomas Hardman – A seasonal ecologist with one years' bat survey experience

3.2 Constraints to the Survey

No significant constraints were encountered during any of the surveys conducted at this site.

The findings of this report represent the professional opinion of qualified ecologists and do not constitute professional legal advice. The client may wish to seek professional legal interpretation of the relevant wildlife legislation cited within this document.

3.3 Lifespan of Reports

In accordance with the BCT guidance (Collins, 2016)), the details of this report will remain valid for a period of **24 months** from the date of the first survey (i.e., until 01st May 2022). After this date, given there are no changes to the site or proposed works, this assessment should be reviewed to determine whether any update surveys are required.

4 Results

4.1 Nocturnal Surveys

4.1.1 Dusk Emergence - 04/08/2022

Bat activity was limited throughout the survey, with common pipistrelle observed irregularly, mostly heard not seen but also occasionally commuting and foraging, in proximity of all surveyors excluding S8.

The first observations were recorded at 21:30 (approximately 30 minutes after sunset) by S6 & S7 and concerned a single common pipistrelle commuting westward over the building.

The final observations were recorded at 22:13 (approximately 73 minutes after sunset) by S4, S6, and S7 and concerned common pipistrelle, heard not seen.

No emergence was detected at any surveyor positions during the survey period.

4.1.2 Dawn Re-entry – 26/08/2022

No bat activity was recorded during the survey at all surveyor locations within the site.

4.2 Assessment

No evidence of bats emerging, or re-entering was recorded at the site; therefore, it has been deemed unlikely that the building supports any bat roosts.

Activity onsite was limited to low levels of foraging and commuting common pipistrelle, with no records of other species recorded.

It is anticipated that the site is used solely for commuting and foraging purposes by common and widespread bat species.



Photograph 1 – Northern aspect of building, looking to east.



Photograph 2 – Eastern aspect.



Photograph 4 – Southern aspect



Photograph 4 – western aspect of building showing gable ends

5 Mitigation Recommendations

5.1 Impact Assessment

No evidence of bat emerging, or re-entering was recorded during the nocturnal bat survey for the site, therefore it has been assessed that the building does not support a bat roost. As such, no further surveys or mitigation is required to facilitate the development relating to bats.

However, bats were occasionally recorded using the site for commuting and foraging purposes, and construction activities may impact bats through increased levels of artificial lighting. All bats are sensitive to artificial lighting and may be impacted by the proposed development, should no mitigation for lighting be considered.

5.2 Lighting Mitigation

All bats have some degree of sensitivity to artificial, night-time lighting. Introducing artificial lighting to areas that are not currently illuminated may sever important bat flight lines and discourage bats from using important foraging resources.

Lighting mitigation should follow the guidance outlined in the Institute for Lighting Engineers document "Guidance for the Reduction of Obtrusive Lighting" (2005) and BCT's "Bats and Artificial Lighting in the UK" (2018).

Construction lighting and proposed external lighting should not be directed towards retained and surrounding habitats including the trees present within the adjacent churchyard and the line of trees running adjacent to a trainline located to the east of the site. The lighting may impact bats which are sensitive to light. Directional lighting will be achieved by angle and orientation of beam, use of a cowl, louvre or other light shield, or a combination of these.

6 Conclusion

Overall, the report objectives have been met through providing information on:

- The methods used to conduct the bat activity surveys are detailed in Section 3.
- Results of the bat activity surveys detailed in Section 4.
- Appropriate mitigation methods for artificial nocturnal lighting are detailed in Section 5.

7 References

Bat Conservation Trust (2016). Bat Surveys for Professional Ecologists: Good Practice Guidelines (Third Edition). The Bat Conservation Trust, London.

CIEEM (2019). Advice Note on the Lifespan of Ecological Reports and Surveys. CIEEM.

Urban Green (2022). Preliminary Roost Assessment of Wrexham Museum. Ref: UG_1678_ECO_PRA_01.

Appendix 1 - Relevant Legislation

Legislation relating to European Protected Species (e.g., bats)

European Protected Species and their resting places (e.g., bat roosts) are protected under the Wildlife and Countryside Act 1981 (as amended), the Countryside and Rights of Way (CRoW) Act 2000, and the Conservation of Habitats and Species Regulations 2017.

The Conservation of Habitats and Species Regulations 2017 transpose the European Union's 'Habitats Directive' (Council Directive 92/43/EEC) on the Conservation of Natural Habitats and of Wild Fauna and Flora (EC Habitats Directive) into UK law. The Regulations provide for the designation and protection of 'European Sites', the protection of 'European Protected Species' (EPS), and the adaptation of planning and other controls for the protection of European Sites. EPS are listed on Schedule 2 of the Conservation of Habitats and Species Regulations 2017.

Consultation Panel Feedback:

The following outlines the key points to come out of the consultation panels held w/c 14th March. The following panels were undertaken over the week:

- Education x2
- Football Subject Specialist
- Football Communities Panel
- Wrexham Subject Specialist
- Staff and Volunteers

The focus of the panels differed between groups with the Football and Wrexham panels having a greater focus on the interpretation and the Education and Staff sessions initially showcasing the building proposals and then both interpretative schemes – this was primarily due to the Education panel being involved in consultation back in November 2021.

It should be noted that the Accessibility panel needs to be re-arranged as Jonathan forgot to send invites out for this one and there were no / one attendees accepting the Wrexham Community Panel invites – this will also need to be re-looked at but the museum recognise that they need to do more to engage these groups overall.

Key points raised:

Football Specialist and Communities Panels:

- Good coverage across all themes and tells the story well
- Women's football and inclusivity of football in Wales is included but needs to be as strong as possible – the community of Welsh football needs to be fully inclusive
    - The story of where women's football has come from, its struggles and where it is now is a huge story. Not all the history is positive and there is a need to deal with the ban on women's game and when they managed themselves independently.
- Keen to see that the story of the people behind the scenes are also told – admin, marketing, etc – also include the social elements too e.g fans touring.
- Celebrate all players from a grassroots level upwards
- The governance of the game needs to be highlighted – FAW, local and County FAs, Welsh Schools' FA (WSFA)., elections fought outside of Wales (FIFA)
- Consider stories of grounds which have been lost – some local venues which have previously hosted internationals but also smaller games.
- Also lost clubs i.e. Borough United.
- Role of parks, sports fields, etc in supporting grassroots football – more than just the stadiums.
- Really pleased to see the inclusion of fan culture.
- Collections – one member (Delwyn Derrick, Bellevue FC) offered his collection which includes community cups and Police and Crime Commissioner Awards / Cups.
- Suggestions of other things to include:
    - a space where people can share photos of fans from various grounds.
    - Immersive experience – hear voices, sounds, accents / languages and smells of experiences e.g. changing rooms, boots, etc – this would help to guide the visitor and be emotive.
    - "The dragon on my shirt… that's all I need" – this could be near the entrance with the FAW badge to set the scene for visitors.
    - Grassroots Hall of Fame programme – visit community teams, schools, etc to help develop this and show that national connection.
    - Ensure that community engagement programmes give all groups the opportunity to be involvedi.e. kids not necessarily in museums/stadiums – Butetown, Grangetown in Cardiff.
    - Clubs have a lot of memorabilia / fans groups however, the heritage side sits lower on the priority list. These teams will need support to better understand what they have and the value of collections – capacity building support.
    - Encourage local museums to develop content that belongs in holistic content of national museum – this will act as a catalyst to support and improve their permanent displays.
    - Power of national anthem.
    - Focus on less rosy aspects of game – discrimination, exclusion, violence etc.

Wrexham Communities Panel

- Feedback was very positive about the flexibility a themed approach to the narrative brings – a 'move away from the chronological straight jacket'.
    - Creates opportunities for repeat visits
    - Offers flexibility and a layered approach to interpretation
    - Enable signposting to other sites andwill ensure the museum is not developed in isolation.
- Religion was raised as a theme that could be included within the interpretation due to it being fundamental to shaping communities.
- The concept of growth and development of the town should be showcased – its expansion, garden towns, council developments – these are all linked widely to daily life.
- The role of ordinary people from Wrexham comes out through the stories and works really well.
- Where possible ensure that links to other local towns and the surrounding communities are linked to – do not want other groups to feel left out.

Education Panels

Building Feedback: -

- Some consultees had concerns about the proposed education space:
    - space is physically detached from the museum which will make it harder for families to move into the museum after undertaking an activity. Already hard to do this with education space upstairs.
    - Would like a community garden and air-raid shelter in the outside space – is there enough space for this.
    - Conflict of use with the outdoor space – café seating and schools use would not work together and therefore limits space for play. Concern that café will always 'win' for use – adults over children.

  - Could there be better connectivity between this space and the museum e.g. walkway. The preference would be to not have a covered entrance.
- Other consultees liked the separate building as not only was it clearly a dedicated education space but had the potential to generate income.
- Some consultees felt that the café and safe outdoor space would encourage families to come and access the museum and facilities.
- The front public realm space at the museum is attractive for 'play' to be incorporated but would need shelter / screening from the road – this could be made to feel safe and inviting. A fun environment could be created through public realm improvements and flexible furniture. This space is just as important as inside and needs to show clear connectivity between the outside and inside.
- Importantly, the look and feel of the spaces is important to ensure the attract and engage children and young people – need to be welcoming and inviting – no 'do not touch'.
- Could the flooring at the front of the museum reflect the theme – fake grass like a football pitch?!
- Concerns about the prominent focus of the retail space – this will become the core focus for children as soon as they arrive. Could it be swapped with education space.

Interpretation and Activities: -

- From a curriculum perspective, the focus on people and people stories is huge and very relevant.
- Interactive hands-on elements are really important as glass boxes are hard for children to navigate. Young people are fascinated by tactile.
- Need to capture people stories across both subject areas before it is too late.
- Involvement of Ryan Reynolds would be a huge draw – one consultee had some contacts at Wrexham FC who may be able to help with engaging the club.
- Important to ensure the voice of young people are heard throughout the development and the exhibitions and activities. The museum is already part of the "Kids in Museums" scheme and this needs to be central in the development.
- Encourage the museum to be as playful as possible – this will attract visitors and generate income.
- The diversity of Wrexham needs to be showcased – ensure LGTBQ+ and people with disabilities are included throughout.
- Wrexham football club is autism friendly and their Disability Officer has won awards – ensure they are engaged through this.
- Football – use of a mascot to help guide children through the galleries. Any form of trail would be good to engage young people.
- Stories of Wrexham players who have then gone out into the world to do great things and go to different places.
- Important to not lose the momentum the museum has built whilst it is closed for redevelopment.

Staff and Volunteers

Building: -

- The current kitchen (and where it is shown to be retained) has no ventilation and should ideally be moved to where Steve's office currently this. This would also make it easier for deliveries and taking rubbish out. The last hygiene inspection flagged the lack of ventilation and staff are concerned that retaining the kitchen in this position will not solve this critical issue.
- Really pleased with the space allocation for the café and the connection to outside.
- The welcome space and retail is considered to be too big and would be hard to staff – is all this space needed and what would be included within the space?
- The flow of the building seems to work well and they particularly like the flow through the Wrexham galleries.

Interpretation: -

- There is a good range of themes and stories through both exhibitions – great connectivity between the two as well.

APPENDIX I EXISTING SCHEDULE OF ACCOMMODATION

Room Number	Room Name	Level	Area m²
1.39	Excercise yard	Ground	53.13 m²
G.01	Cafe/ Reception/ Office	Ground	101.62 m²
G.02	Office	Ground	19.83 m²
G.03	Corridor	Ground	6.27 m²
G.04	Corridor	Ground	4.86 m²
G.05	Staff Kitchen	Ground	10.63 m²
G.06	Post Room	Ground	9.49 m²
G.07	Staff WC	Ground	1.83 m²
G.08	Staff WC	Ground	1.63 m²
G.09	Staff WC	Ground	3.23 m²
G.10	Urinal	Ground	4.01 m²
G.11	Staff WC	Ground	1.83 m²
G.12	Temporary Exhibition Gallery	Ground	53.11 m²
G.13	Exhibition Preparation	Ground	29.71 m²
G.14	Male WC	Ground	10.69 m²
G.15	Lobby	Ground	2.00 m²
G.16	Corridor	Ground	18.51 m²
G.17	Internal Courtyard	Ground	105.35 m²
G.18	Acc WC/ Baby Change	Ground	4.58 m²

Room Number	Room Name	Level	Area m²
G.19	Lobby	Ground	2.35 m²
G.20	Female WC	Ground	5.24 m²
G.21	Archive	Ground	15.57 m²
G.22	Corridor	Ground	5.95 m²
G.23	Archive	Ground	16.04 m²
G.24	Study Room	Ground	38.03 m²
G.25	Archive Office	Ground	25.78 m²
G.26	Corridor	Ground	4.72 m²
G.27	Archive Store	Ground	5.79 m²
G.28	Lobby	Ground	3.26 m²
G.29	Lobby	Ground	1.87 m²
G.30	Plant	Ground	2.75 m²
G.31	Lobby	Ground	1.52 m²
G.32	Office	Ground	16.52 m²
G.33	Staff WC	Ground	8.88 m²
G.34	Catering Kitchen	Ground	16.33 m²
G.35	Lobby	Ground	14.78 m²
G.36	Gallery	Ground	24.37 m²
G.37	Link	Ground	16.55 m²

APPENDIX I EXISTING SCHEDULE OF ACCOMMODATION

Room Number	Room Name	Level	Area m²
G.38	Collections Store	Ground	56.27 m²
G.39	Delivery	Ground	10.58 m²
G.40	Store	Ground	4.51 m²
G.41	Archive Store	Ground	37.36 m²
G.42	Boiler Room	Ground	4.35 m²
G.43	SE Turret	Ground	2.09 m²
G.43b	SE Turret	Ground	0.79 m²
G.44	SW Turret	Ground	2.15 m²
G.44b	SW Turret	Ground	0.96 m²
G.45	Stair 1	Ground	4.40 m²
G.46	Stair 2	Ground	4.54 m²
G.47	Stair 3	Ground	17.68 m²
G.48	Stair 4	Ground	11.61 m²
1.01	Courtroom/ Storage	First Floor	108.78 m²
1.02	Lobby	First Floor	8.19 m²
1.03	Corridor	First Floor	6.49 m²
1.04	Office	First Floor	20.61 m²
1.05	Courtroom 2/ Education	First Floor	62.11 m²
1.06	Education Store	First Floor	19.12 m²
1.07	Lobby	First Floor	7.05 m²
1.08	Store	First Floor	7.76 m²
1.09	Corridor	First Floor	9.06 m²
1.10	Store	First Floor	11.17 m²
1.11	Plant Room	First Floor	21.15 m²
1.12	Corridor	First Floor	1.70 m²
1.13	Corridor	First Floor	7.57 m²
1.14	Accessible WC	First Floor	3.29 m²
1.15	Accessible WC	First Floor	3.28 m²
1.16	Corridor	First Floor	7.04 m²
1.17	Activity Room	First Floor	17.76 m²
1.18	WC	First Floor	4.12 m²
1.19	RFW Collection Store	First Floor	29.70 m²
1.20	Corridor	First Floor	3.71 m²
1.21	RFW Collection Store	First Floor	17.86 m²
1.22	RFW Collection Store	First Floor	37.50 m²
1.23	Courtroom/ Storage	First Floor	40.30 m²
1.24	Lobby	First Floor	1.77 m²
1.25	Corridor	First Floor	4.92 m²

APPENDIX I EXISTING SCHEDULE OF ACCOMMODATION

Room Number	Room Name	Level	Area m²
1.26	Office	First Floor	16.39 m²
1.27	Lobby	First Floor	3.20 m²
1.28	WC	First Floor	2.23 m²
1.29	Collection Store	First Floor	75.07 m²
1.30	Corridor	First Floor	7.98 m²
1.31	Collections + PAS Office	First Floor	21.38 m²
1.32	Collections + PAS Workspace	First Floor	24.35 m²
1.33	SE Turret	First Floor	2.19 m²
1.33b	SE Turret	First Floor	1.11 m²
1.34	SW Turret	First Floor	2.19 m²
1.34b	SW Turret	First Floor	1.13 m²
1.35	Stair 1	First Floor	6.33 m²
1.36	Stair 2	First Floor	2.53 m²
1.37	Stair 3	First Floor	10.61 m²
1.38	Stair 4	First Floor	7.48 m²

APPENDIX J PROPOSED SCHEDULE OF ACCOMMODATION

Room Number	Room Name	Level	Area m²
G01	Welcome/Café seating/Retail	GFL	101.2m2
G02	Retail	GFL	27.7m2
G04	Corridor	GFL	4.3m2
G05	Staff Mess	GFL	23.8m2
G07	WC	GFL	1.8m2
G08	WC	GFL	1.6m2
G09	WC	GFL	3.4m2
G10	External WC	GFL	4.1m2
G11	Special Exhibition Gallery/Activites	GFL	48.7m2
G12	Special Exhibition Gallery	GFL	53.8m2
G13	Exhibition Prep	GFL	30m2
G14	Acc & GN WC	GFL	12.6m2
G16	Corridor	GFL	26.9m2
G17	Atrium/Museum Intro & Circulation Hub	GFL/FFL	105.4m2
G18	Family Room	GFL	5.6m2
G20	Materials Store	GFL	15.5m2
G22	Corridor	GFL	5.8m2
G23	Furniture Store	GFL	10.3m2
G24	Learning and Community Hub 1	GFL	49.2m2

Room Number	Room Name	Level	Area m²
G25	Learning and Community Hub 2	GFL	42.3m2
G29	Lobby	GFL	3.2m2
G30	Plant	GFL	2.9m2
G32	Café Store	GFL	19m2
G34	Kitchen	GFL	25m2
G35	Lobby	GFL	14m2
G36	Building Gallery	GFL	23.5m2
G37	Activity Area	GFL	11.2m2
G38	Collection Store	GFL	56.2m2
G39	Delivery	GFL	10.1m2
G40	Store	GFL	4.6m2
G41	Plant	GFL	16.5m2
G43	SE Turret	GFL	3.4m2
G44	SW Turret	GFL	3.4m2
G45	Stair 1	GFL/FFL	8.5m2
G46	Stair 2	GFL/FFL	11.7m2
G47	Stair 3	GFL/FFL	11.1m2
G48	Stair 4	GFL/FFL	11.8m2
G49	Office	GFL	24.9m2

APPENDIX J PROPOSED SCHEDULE OF ACCOMMODATION

Room Number	Room Name	Level	Area m²
G50	Lobby	GFL	3.3m2
1.01	Football Gallery	FFL	149.9m2
1.02	Lobby	FFL	8.3m2
1.04	Beginnings	FFL	28m2
1.05	Trade in Industry/Conflict & Struggle	FFL	91.7m
1.06	Life in Wrexham	FFL	39.7m2
1.07	Landing	FFL	107.7m2
1.09	New Lobby	FFL	2.9m2
1.1	Communities	FFL	18.7m2
1.11	Daily Life	FFL	23.2m2
1.13	Corridor	FFL	8.5m2
1.14	Acc WC	FFL	3.5m2
1.15	Family Room	FFL	3.5m2
1.16	Corridor	FFL	17.6m2
1.17	Meeting Room	FFL	12.5m2
1.18	GN WC's	FFL	10.9m2
1.19	Office 3	FFL	22.1m2
1.2	Corridor	FFL	5.6m2
1.21	Office 2	FFL	16.4m2

Room Number	Room Name	Level	Area m²
1.22	Football Galleries Introduction	FFL	36.7m2
1.24	New Lobby	FFL	7.4m2
1.25	Corridor	FFL	4m2
1.26	Football Archive	FFL	11.1m2
1.27	WC	FFL	3.6m2
1.28	WC	FFL	2.4m2
1.29	Collections Store	FFL	75m2
1.3	Corridor	FFL	7.1m2
1.31	Stair 1	FFL	7.7m2
1.32	Collection Workshop	FFL	24.4m2
1.34	SW Turret	FFL	3.3m2
1.36	Stair 2	FFL	4.4m2
1.37	Stair 3	FFL	10.3m2
1.38	Stair 4	FFL	8.7m2
1.39	Collections Store	FFL	21.5m2

Jane Roylance

From: Kathryn Moore <Kathryn.Moore@wrexham.gov.uk>
Sent: 19 May 2022 12:30
To: Jane Roylance
Subject: Wrexham County Museum, ENQ/2022/0113

Follow Up Flag: Follow up
Flag Status: Flagged

ENQ/2022/0113

Dear Jane,

I have reviewed the above pre-application enquiry and have the following comments:

Overall I am supportive of the proposals for internal changes to the museum as this will allow for it to continue to function, attract more people to experience the listed building, and support long term sustainability.

Further investigation is needed regarding the removal of the wall in G35 to G33 to ensure that there are no earlier features (e.g. fireplaces) encased within. If there are features present, strong justification will be needed for this. The size of openings from G.12 into the exercise yard and from 1.05 into the newly created room above the yard should be explored in order to confirm that they are required at this size. Maximum retention of original material is preferred. Where more is needed to be removed in order to allow the building to function this will need clearly justifying as part of the full application.

Further details regarding the proposed finish to the raised roof over the new central core. If glazing is proposed, access for cleaning and maintenance of this and the wider roof structure does need considering.

New partition walls are acceptable where proposed.

The proposed new build is a large intervention within the setting of several listed buildings and the Wrexham Town Centre Conservation Area. That being said, in principle, I find a new building to be acceptable as it will minimise the scale of intervention to the listed building. The design will require further work.

Initial visuals are very angular and give a feeling almost of a modular building rather than something bespoke for its setting. Further options should be presented which take more of a cue from the listed building. It would be beneficial for any building not to obscure the central section of the museum which is largely symmetrical. A narrower building in a similar location could be a better proposal. There may be scope for this to be 1.5 to 2 storeys and replicate the pitched roofs of the listed building.

The proposed materials pallet of stone to the roadside and Cathedral elevations should hopefully allow the building to fit in with the historic setting. There could also be scope to use the roadside façade artistically to bring some of the design elements from the listed building into the new structure.

I would be happy to work with the agent and applicant look at more options which could include a range of shapes/designs in the first instance prior to detailed design work.

It is noted that there is a proposal to construct a wall/fence between the new build and the listed building in order to create a secure direct access into the museum and outside spaces. This is acceptable in principle. Details of the construction material and design will need providing as part of the full application.

Kind regards

Kathryn

Kathryn Moore BA MA IHBC
Swyddog Cadwraeth/Conservation Officer
Cynllunio a Rheoleiddio/ Planning and Regulatory

Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn ymateb i unrhyw ohebiaeth yn Gymraeg ac ni fydd hyn yn arwain at unrhyw oedi.

Ewch i weld - mi fedrwch chi dalu, rhoi gwybod, gwneud cais, dweud eich dweud, a dod o hyd i wybodaeth ar-lein yn www.wrecsam.gov.uk. Arbedwch bapur - meddyliwch cyn argraffu!

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We welcome correspondence in Welsh. We will respond to any correspondence in Welsh and this will not lead to any delay.

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Jane Roylance

From: Anna.Irwin@gov.wales
Sent: 25 August 2022 09:00
To: Jane Roylance; Zhor Boukerrou; Glyn.Chaplin@wrexham.gov.uk; Jonathon.Gammond@wrexham.gov.uk
Cc: Kathryn.Moore@wrexham.gov.uk; Nick.Davies@gov.wales
Subject: Wrexham Museum - Proposed Learning Space

Follow Up Flag: Follow up
Flag Status: Flagged

Good Morning,

Thank you for the opportunity to meet and discuss your proposals for the Learning Space at Wrexham Museum.

The key issues that we discussed are the impact of the proposed development upon the significance of the grade II listed museum and the setting of the grade II listed Roman Catholic Cathedral of St Mary, which includes the surrounding Grosvenor Road Conservation Area.

All options currently proposed involve constructing a single storey building within the museum forecourt, aligned with the eastern boundary wall of the Cathedral.

The Museum and the Cathedral are landmark buildings within the city and their importance is reflected in their siting, set back from Regent Street, within their own distinctive boundaries. The space between and in front of the buildings is essential to their setting and how the buildings are experienced. This building line is also recognised as an important feature within the adopted Grosvenor Road Conservation Area Character Assessment and Management Plan. In my view the principle of constructing a secondary structure in advance of the principal frontages of such high status buildings is not appropriate. The options appraisal demonstrates that the functional requirements of either a learning space or café will require a footprint that will encroach upon the frontage of the museum. A predominantly solid form is required that will impede views of the primary elevation of the listed building and create a 'dead frontage' onto Regent Street. This will significantly detract from the ability to appreciate the museum building and its relationship to the Cathedral.

Option 4 is the preferred solution insofar as the learning space will be sited within an area to the rear of the building, affecting later additions and secondary elevations (albeit the turret to this elevation will be further obscured in views from the south west). I understand that this option presents its own challenges, not least in terms of the detailing of junctions between the existing building and the proposed and also in ensuring sufficient lighting levels can be achieved to provide a high quality learning experience.

By locating the learning space to the rear of the building, existing plant and bin storage will be displaced however such uses would not be appropriate within the foreground and immediate setting of two listed buildings and as discussed, areas to the south east of the site may provide more suitable alternatives to accommodate these uses.

These are matters that need to be considered further in order to establish whether option 4 offers a viable solution: it is certainly the option that most respects the heritage value of existing buildings and I look forward to continuing our discussions to explore this further.

1

Kind Regards

Anna

Cadw

Anna Irwin
Arolygydd Adeiladau Hanesyddol / Inspector of Historic Buildings
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2