

# ABILITY

# National Justice Museum

## Access Statement



June 2022

This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer to our guests.

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# Welcome

Situated at the heart of Nottingham's historic lace market area, the National Justice Museum is housed in Nottinghamshire's Grade 2\* listed old Shire Hall and County Gaol.

The Museum uses the original Courtrooms, dungeons and cells, along with a number of more contemporary galleries to exhibit collections relating to the law, crime and punishment. We are widely known and critically acclaimed for our use of live interpretation within our tours that brings Nottingham's real horrible history to life.

The National Justice Museum welcomes all visitors and has an extensive range of services to ensure that you have an enjoyable and comfortable visit.

You are advised to pre-book your tickets by calling our reception desk or visiting our website; [www.nationaljusticemuseum.org.uk](http://www.nationaljusticemuseum.org.uk) and these can be brought to you when you arrive. Please ask if you would like an accompanied visit as this can also be arranged.

Please note that due to the complex layout and historical nature of our site we can only accommodate a maximum of two wheelchair/mobility scooters at any time. We therefore strongly advise visitors with a disability to book their visit in advance.

We have made every effort to try and make our exhibitions, facilities and services as accessible as possible to all our visitors. Due to the historic nature of the building there are some areas of our site that remain inaccessible for visitors who use wheelchairs or mobility scooters, or have limited mobility, making our exhibitions and galleries approximately 90% accessible. We do however provide additional written and audio-visual information for the enjoyment of your visit.

We also offer:

- Hearing loop
- Accessible toilet
- Assistance dogs welcome

We are happy to discuss with you any access requirements that you may have in advance of your visit, and if you require any further information please contact the customer services team on 01159 520555 or e-mail [info@nationaljusticemuseum.org.uk](mailto:info@nationaljusticemuseum.org.uk)

## Getting here

For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using a journey planning website such as; [www.travelineeastmidlands.co.uk](http://www.travelineeastmidlands.co.uk) or [www.theaa.com/route-planner/index.jsp](http://www.theaa.com/route-planner/index.jsp); simply enter your postcode and ours, which is NG1 1HN to get directions.

### Train

- The nearest train Station is Nottingham Train Station which is 0.8 miles away.
- For information about the accessibility of the station see [www.nationalrail.co.uk/stations/sjp/NOT/stationOverview.xhtml](http://www.nationalrail.co.uk/stations/sjp/NOT/stationOverview.xhtml)
- Accessible taxis, connecting both buses and Trams are available at the train station with their location clearly signposted in the arrivals hall.

### Bus

- The closest bus stop to the museum is on Fletcher Gate, opposite the Lace Market car park and is served by the following services:
  - Green Line 5, 6, 7, 8, 9, 10, 11 from West Bridgford (All via the train station)
  - Orange Line 34, 37 from Derby Road
  - Turquoise Line 76, 77, 78, 79 from Alfreton Road, Aspley, Strelley
  - City link 1 from Queen's Drive Park and Ride.
  - From the bus stop head down the hill a short distance, (medium paved gradient), to the pedestrian crossing. Cross over the road at this point and you will be on High Pavement, opposite the Nottingham Contemporary Art Gallery.
- Ask for the Lace Market stop
- The bus stop is located approximately 0.2 miles away, (5 minutes). Follow High Pavement heading up the hill, (medium paved gradient); you will see the entrance to the National Justice Museum on your right-hand side.
- There is no shelter or seating provided at the bus stop

For more information about the accessibility of buses see: [www.nctx.co.uk/customer-services/information-centre-category/accessibility](http://www.nctx.co.uk/customer-services/information-centre-category/accessibility)

## Tram

- The closest tram stop is a short distance from the bus stop and is called the Lace Market Stop. This stop is served by the following services:
- From Hucknall Town park and ride, (M1Junction 27).
- Phoenix park and ride, (M1 Junction 26).
- Toton Lane park and ride, (M1 Junction 25 A52).
- Clifton South park and ride, (M1 Junction 24 A453).
- Directions from the Lace Market tram stop are as per the bus stop directions, with the exception of services from Hucknall and Phoenix park, where the tram will stop on the correct side of the road for High Pavement.

## Taxi

- If you require an accessible taxi this can be booked in advance with: DG Cars 0115 9607607 [www.dgcars.co.uk](http://www.dgcars.co.uk)

## Drop off point

- There are drop off and pick up points on the museum steps but with no dropped kerb directly outside. There is dropped kerb access a little further down at the tunnel entry gates, that provides a covered area.



High Pavement approach road showing gradient and Nottingham Contemporary gallery. (Gold and green building)

## Car

- The road outside the National Justice museum is High Pavement, (NG1 1HN). It is a one-way street
- There is strictly no parking on the road from 8am – 8pm, 7 days a week. Traffic wardens patrol this area on a regular basis.
- Blue badge holders are however allowed to park directly outside the museum for a maximum of three hours.
- There is a small pay and display carpark a short distance past the National Justice Museum entrance on the right-hand side. This car park has approximately 20 standard designated spaces and no provision is made for accessible parking.
- The closest managed car parking facility is the Stoney Street car park, (NG1 1LS), with 4 accessible parking spaces situated on level 4. There is no lift present and charges apply for Blue Badge holders [www.ncp.co.uk/find-a-car-park/car-parks/nottingham-stoney-street/](http://www.ncp.co.uk/find-a-car-park/car-parks/nottingham-stoney-street/)
- The car park has a height restriction of 1.91m ( 6' 3" )



Entry to Stoney Street car park



- From the car park ensure that you exit onto St Mary's Gate. Turning left out of the car park follow the hill down to the very bottom, (approx. 200m, block paved, medium gradient).



View to bottom of hill from Stoney Street car park exit / entry.

Galleries of Justice Museum is to the right of the bottom of the hill.



View from High Pavement, (close to Museum entrance)

Stoney Street car park is on the right-hand side, approx. 200m

- The route to and from the Stoney Street car park is step free with a number of dropped kerb features.



## Arrival and Entrance

- Access to the National Justice Museum is from High Pavement. This is on a slight paved hill.



- The Main Entrance, reception, ticket and enquiry desk can be reached by climbing 9 wide steps with a handrail present.



- There are a set of glazed double doors, 140cm/55ins wide that are not power assisted.
- If you require help with the operation of the doors, please contact the reception by using the brass doorbell situated to the left-hand side.



## Alternative Entrance

- Access to the reception area without steps is only available by using the lift access to the rear of the building.
- This is clearly signposted from the front of the building, to the right of the main entrance through the tunnel opening. Follow the route through the tunnel for approximately 80m to the lift access, this is slightly uneven with both paved and cobbled sections in places, and has a very slight slope downwards.



View from High Pavement showing tunnel entry to lift facility

- Staff assistance will be available on arrival
- The door entry to the lift facility lobby is 85cm/33ins.
- The interior of the lift is 90cm/35ins wide by 1.3m/51ins deep and has a door entry width of 85cm/33ins. It has LED down lighting,
- a non-slip surface is fitted to the floor
- The lift control panel is 80cm/31ins from the floor and has raised buttons
- There are floor audio announcements and a visual floor indicator situated in the lift car
- There is space to turn when reversing from the lift into the 1<sup>st</sup> floor lobby that gives access to the main reception desk.



Lift lobby



Lift interior

## ARRIVAL AT THE RECEPTION DESK

- The main reception desk has a staff member present at all times.
- There is a lowered desk section present.
- There is an induction loop system installed and a magnifying glass available on request.
- The reception area and special exhibition galleries are step free
- The Museum gift shop is located to the side of the main reception desk at the same level.
- There is seating available close by.
- The flooring in the main reception area and gift shop area is paved, with carpet tiles and non-slip vinyl flooring in the Crime and temporary exhibition galleries
- The lighting through-out is LED spot lighting
- There is back ground music at low level in the main reception area with some sound effects present in the special exhibition galleries
- A large print booklet is available to complement our guide book, and a transcript of the audible content of the tour is available on request.
- From the main reception area you can access the café, Crime, and temporary exhibition areas, our corporate hospitality spaces and an additional accessible toilet.
- The National Justice Museum has seating on all levels of our exhibitions, including seating with arm rests, and our staff will be able to assist in making your visit as comfortable as possible, so please let us know your requirements.



Main reception desk with shop area

## Exhibitions and Tours

- Sound enhancement loop systems are present in some exhibition areas. If you prefer to use the T switch on your hearing aid, please inform the reception staff who will ensure our guides use our induction loop facilities on the main tour.
- If you have booked and have a valid ticket to do the full museum tour this will start from the reception area before moving on a short distance, on a flat and even carpeted surface into the Criminal Court room.
- There is 1 step up to the seating area within the Criminal Court room. An access ramp is also available with a slight incline to the designated viewing area that is 90cm/35ins wide by 3.0m/118ins long.
- From the Criminal Court room there are 16 steps down, (handrail present), to the County Gaol.
- There is a lift from the Courtroom to this area that has an opening of 77cm/30ins wide by 1.3m/51ins deep.
- This is the smallest lift on our site that operates from the Court room to the gaol.
- Fluorescent lighting is present and a non-slip surface is fitted to the floor
- The lift control panel is 80cm/31ins from the floor and has raised buttons
- There is visual floor indicator situated in the lift car
- There is space to turn when reversing from the lift into the 1<sup>st</sup> floor lobby that gives access to the ground floor gaol exhibition space.



- From the County Gaol exhibition area there are 16 steps down, (handrail present), to the cells.
- Lift access is available to this area.
- From the cells there are 6 steps up, (handrail present), to a lobby area, before a further 14 steps down, (handrail present), to the Women's cell area.
- There is no lift access available to this area.
- When in the Women's cell there is a further 2 steps up into a small exercise yard should you wish to view it. There is no lift access available to this area.
- There is bench seating available in this area.
- From the Women's cell there are 14 steps down, (handrail present), into the medieval cave system, and one further step up within this area that takes you into the dungeon to view the oubliette. There is no lift access available to this area.
- From the cave system there are 6 steps up, (handrail present), to the main exercise yard. Please note that this yard is uncovered and open to the elements.
- The stone floor can become slippery when wet so please proceed with caution during inclement weather.
- The exercise yard is accessible by using the main courtyard lift.



Main exercise yard at lower basement level

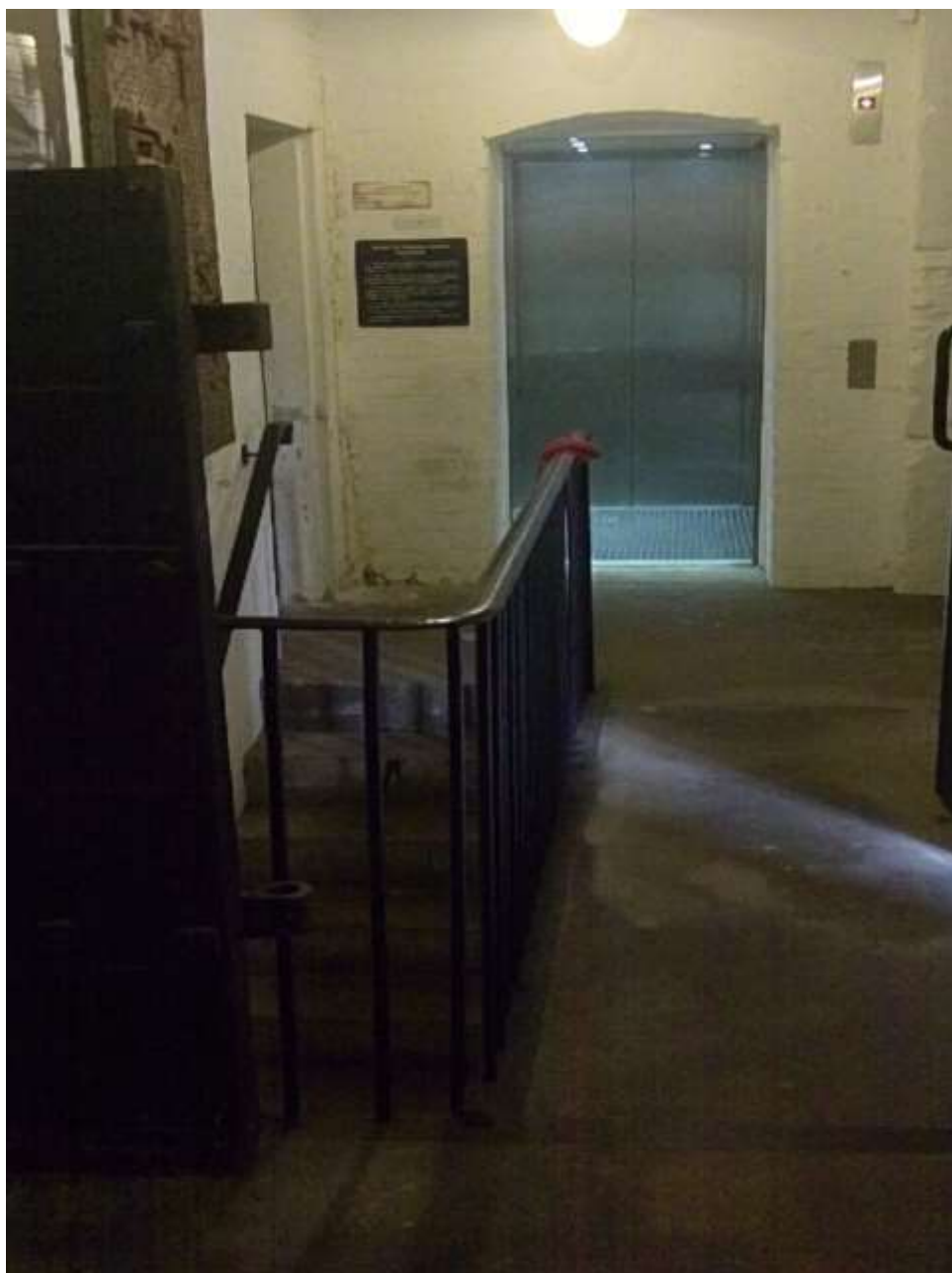
- The exercise yard has varying gradients and uneven flooring.
- A staff member will be available in this area at all times during your visit.
- Seating with arm rests is available in this area.
- From the exercise yard the Georgian Prison is accessed by 4 steps down. This part of the exhibition results in a dead end, with no lift access present.
- The Transported exhibition is situated adjacent to the exercise yard area and has level access through out.
- Some doorways though are narrow, (approx. 60cm/23ins), and will not allow the standard width of a wheelchair to pass through.



Convict ship exhibition

- There is a lift access at this level giving access to the exhibitions in the 1833 wing, that include the Capital Punishment displays and Narrow Marsh. (Narrow Marsh is a school activity space that is only open to the public for specific advertised events at certain times through the year – see website for details). You can also access floor 1A where an accessible toilet is situated close to the lift.
- Access to the main reception and café area is also available at this floor.
- Seating with arm rests are available in this area.
- From the Convict Ship exhibition there are 18 steps up, (handrail present), to the exhibitions in the 1833 wing, (Capital Punishment exhibition).
- There is lift access to this floor provided by the main courtyard lift.





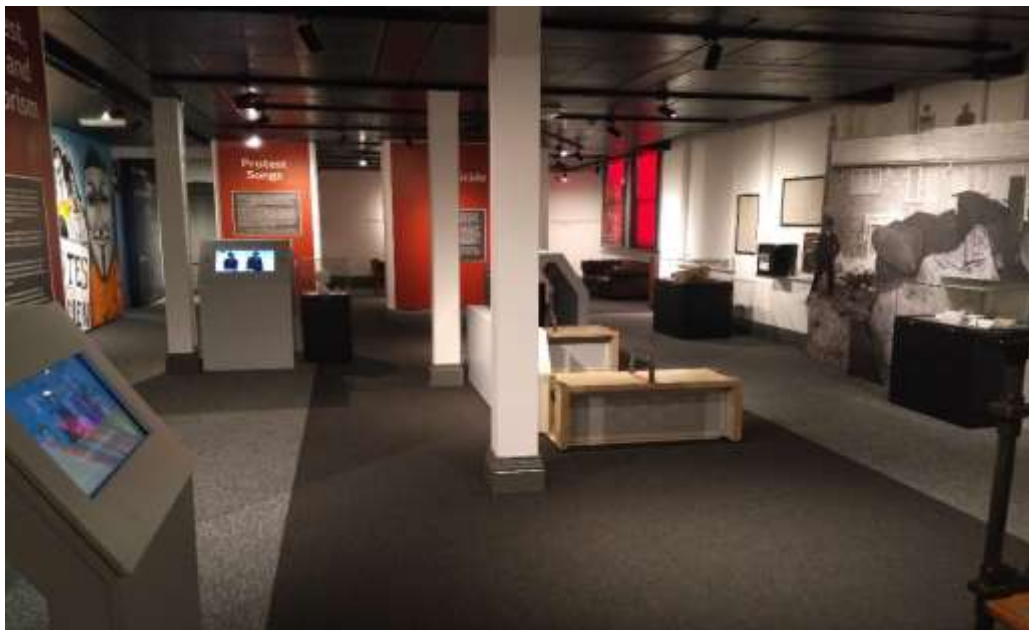
Main lift at 1833 wing (basement level)

- Doorways are narrow (approx. 50cm/19ins). Additional information is situated outside each of the cells.
- Seating with arm rests are available in this area.
- From the 1833 wing access is available to further exhibitions along a corridor.
- You will be directed to 16 steps up, (handrail present). This will take you to exit either through the courtyard exit door, or if you wish to go back to the main reception and café, you can use the lift service at this level proceeding to level 1.

- If you are in a wheelchair or mobility scooter you are advised to take the lift service from 1833 wing to level 1A. Follow the corridor through the exhibition galleries to the main reception hall, café and retail area.
- If you wish to exit the building you can take the lift service from 1833 wing to level 0, where you will be able to exit into the main courtyard and onto High Pavement.

### Free Exhibition Galleries

- Our free exhibition galleries are situated on the first-floor close to the main reception area.
- Level access is over a carpeted and non-slip vinyl walkway and all our exhibition galleries are fully accessible with carpet tile flooring present.
- LED exhibition lighting is used through-out, and due to the nature of some of the exhibits low level lighting is present.
- There are varying sound effects in this area at low level.
- Seating with arm rests is available in this area.



Free exhibitions area

## Café facilities



- The Robe room café is located in the main reception hall.
- It has an open entrance that is 150cm/59ins wide.
- It has level access through-out with a vinyl tiled floor present.
- Staff are always available to serve and offer assistance.
- There are 6 tables adequately spaced to provide good access.
- The clear space from the floor to the table top is 68cm/27ins.
- Seating with arm rest is available.
- High chairs are available.
- We are happy to cater for any special dietary requirements that you may have. Please inform reception at the time of booking.
- LED lighting is present through-out the counter and seating areas.
- Background music is present at a low level
- For more information visit [www.pulpfrictionsmoothies.org.uk](http://www.pulpfrictionsmoothies.org.uk)

## Toilets

- Two accessible toilets are available on site, one situated approximately
  - One 10m from the main reception desk,
  - The other approximately 10m from the designated accessible entrance via the lift.
- Both toilets are unisex and keys are not required for entry.
- Both have entrance doors that open outwards that are 90cm/35ins wide and are locked by using the twist lock mechanism provided.
- The dimensions of both toilets are 2.5m X 1.2m
- Both toilets feature left hand lateral transfer spaces of 80cm/31ins by 150cm/59ins
- There are both static and drop-down wall mounted grab rails
- Height of the toilet seat from the floor 45cm/17ins
- There is a non-slip vinyl floor fitted
- The sink unit is 75cm/29ins from the floor with a clear under-space of 65cm/25ins and lever taps are fitted.
- There is an emergency cord present



## Changing Places Facilities

- The nearest Changing Places facilities are located approximately 500m away and are situated in the Nottingham Contemporary Art Gallery.
- For more information please visit [www.changing-places.org](http://www.changing-places.org)

## Outdoor courtyard areas.



The National Justice Museum has two small outdoor spaces, (one situated within the museum exhibition), where visitors can enjoy their own food. The spaces feature a number of exhibits, and play host to some external events through the summer.

Please note that seating is not always available in these areas.

## Corporate Rooms

- If you are a corporate client, all the corporate hospitality rooms are accessed from the main reception area.
- There are 21 steps up, (handrail present), to the Grand Jury Room and Magistrates Suite meeting rooms. Lift access is available to the Grand Jury Room only.
- The Youth Court and Advocates suite rooms are accessed from the main reception area along the Civil Court corridor. There are 10 steps up, (part handrail present), with the Youth Court situated through the doorway, on the left-hand side at the top of the steps.
- The Advocates Suite is situated a further 30 meters on, following the corridor around to the left.
- Limited lift access is available to the Youth Court and Advocates suite rooms and visitors are advised to contact our corporate hospitality team to discuss your requirements.



- A portable induction loop is available on request. Please ask at the main reception desk.
- We are happy to cater for any special dietary requirements. Please speak to your corporate event organiser or at our main reception desk.
- The table height in all rooms is 75cm/29ins.
- There is a mix of seating available, including chairs with arm rests.
- There is a mix of short pile carpet tiles and non-slip vinyl flooring to all corporate rooms.
- There is a mix of diffused fluorescent lighting and standard low energy lighting to all rooms.
- An accessible toilet can also be found on the corridor situated between both rooms that is described on page 18.



Grand Jury Room





Youth Court meeting room

## Future plans

- We are currently working on a fully descriptive audio guide for all our exhibitions that will be available in Spring 2023
- The National Justice Museum is currently in the process of improving services for visitors with mobility impairments that will include additional directional signage, intercom systems and interpretation for exhibition areas that are not accessible at this time.

## Additional Information

- All our staff members have received Disability awareness training.
- We welcome all assistance dogs.
- Water bowls are available – please ask at the main reception desk.
- The nearest spending area for dogs is located at Victoria Park that is approximately 25 minutes from the Museum.
- Emergency procedures are in place and have been communicated. A par aid evacuation chair is available offering a safe working load of 150KG. If you require information with regards to our emergency evacuation policies and procedures please contact our customer service team.
- Mobile telephone signal is generally good directly outside the Museum entrance and in the courtyard area. Free Wi-Fi is available within the entrance hall, café and temporary exhibition galleries. It is also present in certain parts

of the exhibition, but due to the historic nature and design of the building it is not present in all areas.

## **Shop mobility**

- The shop mobility scheme is operated on behalf of Nottingham City Council with outlets at both the Victoria and Broad marsh shopping centers.
- For more details please visit:  
[www.nottinghamcity.gov.uk/shopmobilitynottingham](http://www.nottinghamcity.gov.uk/shopmobilitynottingham)

## **Where to stay and eat**

- Nottingham and Nottinghamshire is alive with the very best in accessible hotels and fantastic places to eat. We recommend that you visit:
- [www.experiencenottinghamshire.com](http://www.experiencenottinghamshire.com)

Or speak to our customer service team for much more information.

## **Feedback**

We are always looking for ways to improve the services that we provide for our visitors, so please contact us if you have any comments or suggestions about this access statement or anything else that you think can improve your visit to us.

## **Contact Information**

Address: The Shire Hall, High Pavement, Nottingham. NG1 1HN

Telephone: 01159 520555

Email: [info@nationaljusticemuseum.org.uk](mailto:info@nationaljusticemuseum.org.uk)

Website: [www.nationaljusticemuseum.org.uk](http://www.nationaljusticemuseum.org.uk)

Twitter: @Justice Museum

Facebook: National Justice Museum

