

# **Manchester City Galleries Disability Action Plan 2006/07**

## **Introduction**

Manchester City Galleries is committed to improving access to the city's art collection. We aim to increase attendances by ensuring that our service is appropriate to the needs of current and potential visitors and to offer visitors enjoyable, inspirational and educational experiences.

Manchester Art Gallery re-opened in 2002 following a £35 million extension and transformation project. One of the main aims of this project was to address physical access into and around the building, including ramped access to the entrance, fully accessible toilets and lifts to all floors.

Service improvements have included the development of a Handling Trail and audioguide for visually impaired visitors. Written interpretation is available in large print and Braille. There is a programme of audio-described talks and tactile tours and BSL interpreted events. Visitors can request a sighted guide or BSL interpreter free of charge prior to their visit. Further details of the Gallery's facilities and services can be found in our Access Statement.

In 2003, Manchester Art Gallery received an Excellence in Access Award from the ADAPT Trust and won the Tourism For All category in the North West Tourist Board's annual awards. The Gallery Café won the Manchester Food and Drink Festival Welcome All Award 2005.

Manchester Art Gallery's services for disabled visitors will continue to develop as outlined in the Action Plan below. An internal working group (the Disability Action Group) is responsible for delivering the action plan. The group intends to consult with disabled visitors regarding future developments by expanding the existing visually-impaired visitors' focus group into a group which represents all access issues.

## **Aims**

- [1. To ensure the Gallery building, facilities and equipment are accessible to disabled visitors and meet with Manchester City Council's Design for Access 2 guidelines](#)
- [2. To ensure the Gallery's exhibitions, displays and interpretation are accessible to disabled visitors](#)
- [3. To communicate effectively with current and potential disabled visitors](#)

### **Aim 1.**

**To ensure the Gallery building, facilities and equipment are accessible to disabled visitors**

#### **Action 1:1**

Ensure building meets Design for Access 2 standard through Manchester City Council's capital programme of works.

**Contact officer** [Moira Stevenson](#), tel: 0161 235 8802, textphone 0161 235 8893

**Timescale** Moira to advise

**What will this action achieve?** Make the building more accessible to disabled visitors.

#### **Action 1:2**

Ensure induction loops are installed and working at information points and lecture room. Staff to be trained and new signs/labels displayed.

**Contact officer** [Moira Stevenson](#), tel: 0161 235 8802, textphone 0161 235 8893

**Timescale** June 06

**What will this action achieve?** Improved communication with deaf and hearing-impaired visitors.

### **Aim 2.**

**To ensure the Gallery's exhibitions, displays and interpretation are accessible to disabled visitors**

#### **Action 2:1**

Replace glazing on works of art with non-reflective glass where possible.

**Contact officer** [Amanda Wallace](#), tel: 0161 205 2645, textphone: 0161 235 8893

**Timescale** Ongoing

**What will this action achieve?** Make works of art more accessible to visually-impaired visitors.

**Action 2:2**

Replace barriers in front of artworks with more visible rope/wire.

**Contact officer** [Ruth Shrigley](#), tel: 0161 235 8815, textphone 0161 235 8893

**Timescale** Ongoing

**What will this action achieve?** Prevent trip hazard.

**Action 2:3**

Consider the needs of disabled visitors when planning interpretation. Internal document to be drawn up to establish guidelines for size and position of labels, etc and alternative formats for information.

**Contact officer** [Pauline Maguire](#), tel: 0161 235 8828, textphone: 0161 235 8893

**Timescale** Ongoing

**What will this action achieve?** Make interpretation of works of art more accessible to disabled visitors.

**Aim 3.**

**To communicate effectively with current and potential disabled visitors**

**Action 3:1**

All staff in the Department to undertake mandatory disability awareness training covering: Attitudes, Physical and mobility impairments, Sensory impairments, Intellectual and educational impairments, Design for Access 2

**Contact officer** [Catriona Morgan](#) tel: 0161 235 8867, textphone 0161 235 8893

**Timescale** Ongoing

**What will this action achieve?** Enable staff to understand the needs of disabled visitors in order to provide excellent customer service and plan facilities and services appropriate to their needs.

**Action 3:2**

Assess the overall accessibility of the website using best practice guidelines from within the sector and from bodies such as the RNIB.

**Contact officer** [Dawn Yates](#) tel: 0161 235 8865, textphone 0161 235 8893

**Timescale** May 06

**What will this action achieve?** Enable web users, particularly those with visual impairments, to access on-line information about the Gallery's collections, facilities and services.

**Action 3:3**

Implement additional text based system for visitor tannoy announcements.

**Contact officer** [Kate Farmery](#) tel: 0161 235 8860, textphone 0161 235 8893

**Timescale** August 06

**What will this action achieve?** Enable visitors with hearing impairments to access the information

**Action 3:4**

Make improvements to the Gallery Information Point, including: provide BSL signing cards to enable all staff to communicate with hearing impaired visitors who use BSL; assess the Information Point against MCC's best practice Test Bed and identify and implement improvements; implement TextLine System to replace current TextPhone.

**Contact officer** [Catriona Morgan](#) tel: 0161 235 8867, textphone 0161 235 8893

**Timescale** June 06

**What will this action achieve?** Improve communication with visitors and service delivery at main reception point.

**Action 3:5**

Produce an Access Guide to Manchester Art Gallery for disabled visitors.

**Contact officer** [Dawn Yates](#) tel: 0161 235 8865, textphone 0161 235 8893

**Timescale** December 06

**What will this action achieve?** Better information for current and potential disabled visitors about the Gallery's facilities and services.

**Action 3:6**

Develop existing focus group of visually-impaired visitors into wider access consultation group

**Contact officer** [Zoe Renilson](#) tel: 0161 235 8869, textphone 0161 235 8893

**Timescale** June 06

**What will this action achieve?** Enable the Gallery to ensure that its facilities and services are meeting the needs of disabled people.

**More information**

We welcome comments on our Equality Action Plans. If you would like to make a comment about this Plan, or if you would like more information about the Plan, please contact:

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