

Access Statement

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BLETCHLEY PARK

Introduction

Bletchley Park is located beside the town of Bletchley near Milton Keynes. The postcode is MK3 6EB.

The 27 acre site is comprised of a park with a variety of World War Two and earlier buildings and a small lake. There are a number of small inclines throughout the site.

We offer a variety of facilities and services for those with access needs, including allocated parking for disabled and elderly visitors, step-free access throughout the site, and induction loops at public counters.

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Pre-Arrival

The nearest railway station to Bletchley Park is Bletchley, which is approximately 0.2 miles from the entrance to the park.

There are several local taxi or hire car companies such as Fenny Cabs (01908 787787).

The nearest bus stop is situated outside Bletchley train station (around 0.2 miles from Bletchley Park), which the 25 and the 24 Bus routes pass through hourly.

We do not offer a collection bus service.

The paths and streets surrounding Bletchley Park are smooth and paved. There is a busy road a short distance from the gates into the park, and a shallow incline on the road approaching the front gates.

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Car Parking and Arrival

Bletchley Park has a large car park onsite with 487 parking spaces available. 26 of these spaces are reserved for disabled or elderly visitors. The car park is approximately 70 metres from the museum entrance. We do not charge for parking.

The car park is open-air and is on a slight slope. Different sections have different surfaces, including gravel, tarmac and grass. The route from the car park to the main entrance can include any of these surfaces, and the route from the parking allocated to disabled or elderly visitors comprises gravel and tarmac.

Artificial lighting in the car park is provided by street lamps with halogen and fluorescent bulbs.

There are electric car charging points in the car park - please ask staff about these.



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Visitors with access needs can be dropped off directly in front of the entrance, where there is no kerb. Please inform the member of Staff at the gate if you would like to drop someone off, or if you require assistance.

The visitor entrance is open and accessible during our museum opening hours. The main entrance has five steps, and has handrails on either side. Adjacent to the entrance steps, there is a shallow ramp which has a handrail on one side.

The entrance door is an electric-assisted manual door that opens inward with a large automatic 'disabled' button placed clearly beside it. The clear door opening width is 105cm.



Main Entrance and Ticketing/Admissions

The Admissions area is located at the entrance in the Visitor Centre (Block C). The whole of the Visitor Centre (Block C) is step-free.

There is no seating available in the Admissions area, but there is seating available throughout the rest of the Visitor Centre.

The Visitor Centre's floor is treated concrete. The whole building is evenly lit by natural, LED and fluorescent lighting. However, the introductory exhibition has low light levels in some areas due to a film being shown in the space.

There is a low table that pulls out of the Admissions desks by user request. These desks are 97cm high and the Visitor Assistants can move freely behind and around them to assist visitors.

There is a complimentary ticket policy for carers.

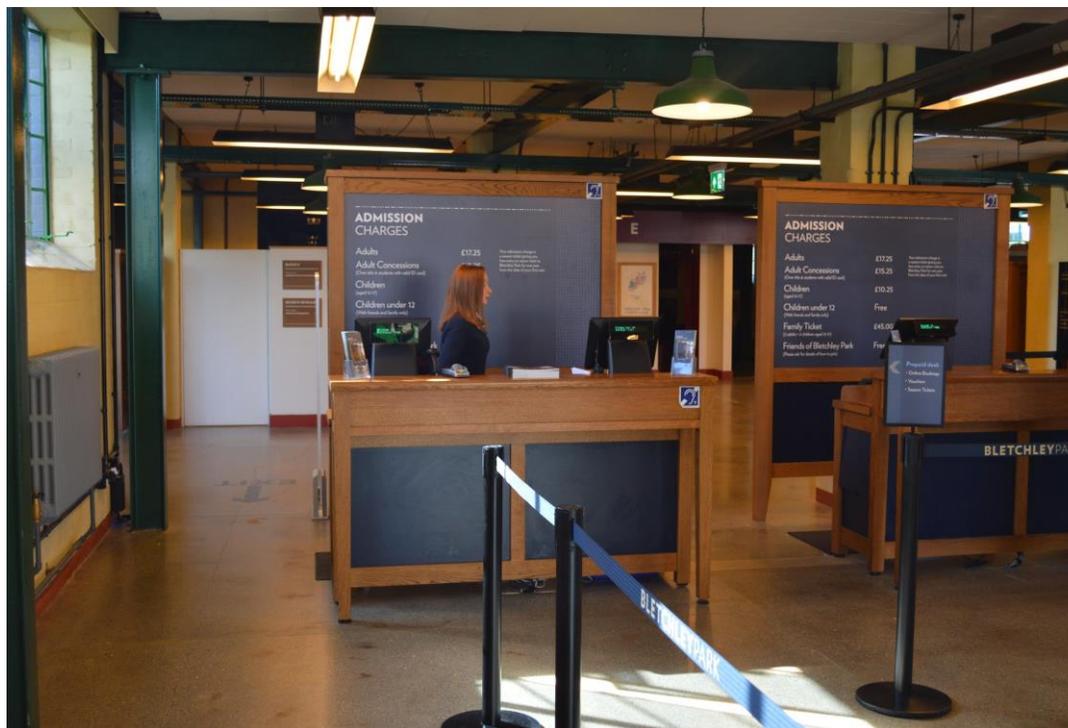
BLETCHLEY PARK

There is a hearing loop system for people who are deaf or hard of hearing available at the Admissions desks, the shop counter, the information desk, all café counters, the Multimedia Guide collection desk and the counter in the Porters' Lodge.

Wheelchair loans and water bowls for assistance dogs and guide dogs are available on request at the Admissions desks.

These are not currently advertised on signage.

The Visitor Centre information desk and Roll of Honour information kiosk are at a low height that is easily accessible for wheelchair users.



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Attraction (displays, exhibits, etc.)

All display areas of Bletchley Park have step-free access. The Learning Department in Block B has a platform lift for wheelchair-users and scooter-users who are part of an organised Learning or School visit. A ramp is located outside the entrance to Block B for step free access to the lower level of the building, the Block B Museum.

Bletchley Park uses a variety of interpretation methods, including:

- Multimedia Guide (neck-induction loops available) which is available in English, French, German, Spanish, simplified Mandarin and British Sign Language (BSL)
- Videos, half of which have subtitles or audio transcripts
- Audio points (text transcripts are available for most exhibitions)
- Guided tours (Williams Sound FM Receivers that enhance sound for both hearing aid users and non hearing aid users are available on 12 noon and 2 pm tours. BSL tours are available at certain times of the year - please check the website.)
- Guidebook available in English, French, German and simplified Mandarin
- Digital and manual interactives
- Audiovisual presentations
- Set dressed areas
- Text and graphic panels
- Dressing up areas
- Occasional live demonstrations and themed events

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Soundscapes play around the outdoor parts of the site, including noises of bus horns, motorbike engines and planes. Music and background sounds are used as interpretation throughout the site, including in the Huts and the Mansion.

We have three slightly darkened galleries on the site showing films in Hut 11, Hut 8 and Block C. The large-format film in Hut 11A, visible from the entrance, has bright moving images which may cause disorientation or trigger headaches in visitors who experience migraines.

The majority of doors are either propped open, have Stewards manning them, or have push-button opening mechanisms. The doors that do not have assistance are of a medium weight.

The most narrow doorway on site is the entrance to Hut 3, which is 75cm wide. The hallway of this hut is 100cm wide.

There is seating located throughout the site, both indoors and outdoors although in the winter, much of the outdoor seating is removed. The Huts have the fewest seating areas.

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There are a variety of floor surfaces around the site. Outdoor surfaces include tarmac, gravel and grass. Indoor surfaces include wooden floor boards, treated concrete and short pile carpet.



The lighting around the site depends on the kind of exhibition in that area and what interpretation has been used. Lighting levels are consistent within each exhibition, but vary between exhibitions.

Lights are primarily fluorescent tubes, halogen bulbs, or LED bulbs. Some areas are partially lit, augmented by interactives or videos.

Public Toilets

There are seven public toilet areas available on site. They are located in the Visitor Centre (Block C), Hut 8, Hut 1, Hut 4 and the Mansion.

There are unisex accessible toilets located around the site, including the Visitor Centre (Block C), outside Hut 4, in Hut 8 and behind the Mansion.

There are toilets (including one unisex accessible) toilet upstairs in Block B for use by Learning and School groups only.

Urinal facilities in all male toilet areas are separated with modesty panels.

Baby changing facilities are located in accessible toilets in Block C, Hut 4, Hut 8, and behind the Mansion. There is a private space available for nursing mothers with rocking chair and footstool in the Block C First Aid room - please ask staff for access.

Details of accessible toilets

	Door clearance	Level entry to toilet?	Space next to toilet	Left or Right hand side transfer?	Grab bars?	Red alarm cord?	Lighting	Floor	Other
Block C Cubicle One	85cm	✓	90cm	Right	At toilet, sink and door	✓	LED, fluorescent and natural	Treated concrete	Lever taps on sink.
Block C Cubicle Two	84cm	✓	77cm	Left	At toilet, sink and door	✓	LED, fluorescent and natural	Treated concrete	Lever taps on sink.
Block C (Cyber Security Exhibition) Cubicle One	80cm	✓	100cm	Left	At toilet, sink and door	✓	LED and fluorescent	Treated concrete	Push taps on sink.
Block C (Cyber Security Exhibition) Cubicle Two	80cm	✓	100cm	Right	At toilet, sink and door	✓	LED and fluorescent	Treated concrete	Push taps on sink.
Hut 4	82cm	✓	100cm	Right	At toilet	✗	Fluorescent and natural	Linoleum	Lever taps on sink. No automatic door.
Hut 8	67cm	✓	167cm	Right	At toilet, sink and door	✓	Halogen and natural	Slip-resistant linoleum	Lever taps on sink. 47cm from floor to seat.
Behind Mansion	85cm	Small ramp	120cm	Right	At toilet	✗	Fluorescent and natural	Tile	Lever taps on sink. No automatic door.
FOR LEARNING GROUPS ONLY: Block B upstairs	82cm	✓ Assistance from staff for stair lift	105cm	Left	At toilet and sink	✓	LED, fluorescent and natural	Slip-resistant linoleum	Lever taps on sink. 47cm from floor to seat.

Catering

There are four catering facilities at Bletchley Park. The coffee shop and café are open all year round.

1. Coffee shop in the Visitor Centre (Block C)
2. Café in Hut 4
3. Tea room in the Mansion Dining Room
4. Kiosk in Hut 1

Seating in Block C, Hut 4 and the Mansion Dining Room comprises low tables and armless chairs. Tables have a clear underneath height of 70cm-73cm. Areas are well lit, using fluorescent tubes, halogen lightbulbs, LED lightbulbs, and natural light. The Kiosk, open in the summer, does not have a seating area but benches are located on the nearby lawn.

We cater to a variety of dietary needs in all of our cafes, including gluten free, dairy free, vegetarian, vegan, and halal. Allergy information can be provided on request.

More details of the individual facilities are below.

Coffee shop in the Visitor Centre (Block C)

- The coffee shop serves hot and cold drinks, cakes, sandwiches and soup.
- There is no door and it is open to the rest of the room. The floor is level and made of treated concrete. There is ample space around the furniture.
- The coffee shop has counter service. Trays are available.
- The cutlery in the Block C coffee shop is beige plastic, and the wooden table tops are pale brown. Disposable takeaway cups and plates, not crockery, are provided.
- We display large print menus at the counter.

Café in Hut 4

- The café in Hut 4 serves hot food, sandwiches, soup and hot and cold drinks.
- The clear door opening widths for Hut 4 are 154cm and 87cm.
- The floor is level with ample space around the furniture.
- Hut 4 has counter service and hot food is brought directly to your table.
- The floor surface in Hut 4 is slip-resistant vinyl and linoleum.
- The cutlery in Hut 4 is stainless steel, which provides a high contrast with the wooden table tops. Crockery is off-white or beige. Disposable takeaway cups are available.
- We display large print menus at the counter.

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Mansion Dining Room

- Afternoon tea is available in the Mansion Dining Room most weekends year-round. This must be booked in advance. Please see Bletchley Park's website for details.
- The floor is level with ample space around the furniture. The Dining Room has a short pile carpet.
- Afternoon tea in the Mansion is table service. Crockery is off-white or beige with floral patterns.
- If you have any dietary restrictions and you would like to have afternoon tea, please inform staff when booking.

Hut 1

- The Kiosk at the end of Hut 1 is open in the summer.
- It serves cold drinks and ice creams out of a doorway.

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Shop

The shop is located in the Visitor Centre (Block C), which is accessible by a ramp. The shop is level throughout and is open to the rest of the Visitor Centre.

There are large spaces around any fixtures to allow for wheelchair or pushchair access.

There is a low counter for those who are unable to use the higher counter easily. There is a hearing loop system and signage on the shop counter.

The display racks are wooden shelving units. Some are freestanding and some are wrapped around pillars. 1940s background music is played in the shop at a low level.



Staff are available to give assistance at all times.

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Grounds and Gardens

Bletchley Park is a 27 acre site with a large amount of outdoor space, including lawns, a lake, tarmac and gravel surfaces. A large portion of the site is flat, however there are shallow inclines and uneven surfaces throughout the park. All parts of the grounds are accessible without steps.

The narrowest footpath in the grounds is the pathway around the lake, which is 1.4 meters wide. The path surfaces are primarily tarmac, with a gravel and sandstone tile path surrounding the lake.

From March to October there are benches and picnic benches around the lake and on the lawns around the park at regular intervals. In the summer, deckchairs are available. There is very limited seating in the Stableyard and the Garages.



Additional Information

Evacuation procedures : As the site is almost entirely step-free, wheelchair users are able to follow standard evacuation procedures. The exception is upstairs in Block B, used by Learning and School groups only, where a wheelchair lift is available. In the event of an emergency, a member of the Learning team will be on hand to control the lift. We have a limit of 3 wheelchair users upstairs in Block B at a time for this reason. There are no specialist evacuation procedures for visually impaired and hearing impaired visitors. Stewards are on hand throughout the site to provide assistance when necessary.

Staff training : Several staff were trained in audio description in 2015. Customer service training is ongoing. There is a quarterly access forum where visitor feedback is discussed.

Working, assistance and guide dogs : We welcome all assistance dogs and guide dogs. We have an area that visitors are welcome to use as a run/toilet area which Visitor Services staff can direct you to. We offer portable water bowls at the Admissions desk.

Mobility scooters : While mobility scooters are welcomed into the site, we do not have an area where mobility scooters or battery powered wheelchairs can be charged.

Future Plans

- We will install dog mess bins for assistance dogs and guide dogs.
- New exhibitions are being designed with access in mind. Subtitles are included in all new films. Audio transcripts are produced for new exhibitions. Width of routes is ensured at 120cm or more in new exhibitions, where possible.
- We are increasing light levels in our darker exhibitions, where possible, and warning about low light levels.
- We are developing an Audio Description multimedia guide tour which will be available in 2019. We are investigating Audio Description at specific locations on site.
- We will continue to develop bookable BSL tours, particularly in the summer.