

Access Statement for Kelvingrove Art Gallery and Museum, Glasgow



Contents

1.	Introduction	3
2.	Getting to Kelvingrove:	
	By foot	5
	By train or Subway	5
	By bus	6
	By car	8
	By taxi	8
3.	Museum Entrances	9
4.	Café and Dietary Requirements	13
5.	Toilets and Changing Facilities	17
6.	Galleries	20
7.	Staff Training	25
8.	Future Plans	26
9.	Feedback	26
10.	Contact Information	27

1. Introduction

Kelvingrove Art Gallery and Museum welcomes all visitors. We aim to provide the best possible access to everyone so that you enjoy your visit to our venue, whether it's for a walk, a guided tour, an event or exhibition, meal, meeting or conference. The building displays 8,000 objects brought together from across Glasgow Museums' rich and varied collection in 22 themed galleries.

There is complimentary wi-fi in parts of the museum, including the Centre Hall and Café. There are changing facilities on both floors. Visitors are also welcome to use our first floor First Aid room, with an adult-sized bed, if additional space is required. We have a disabled toilet on each floor. We also provide self-propelled wheelchairs for visitors to use, subject to availability.

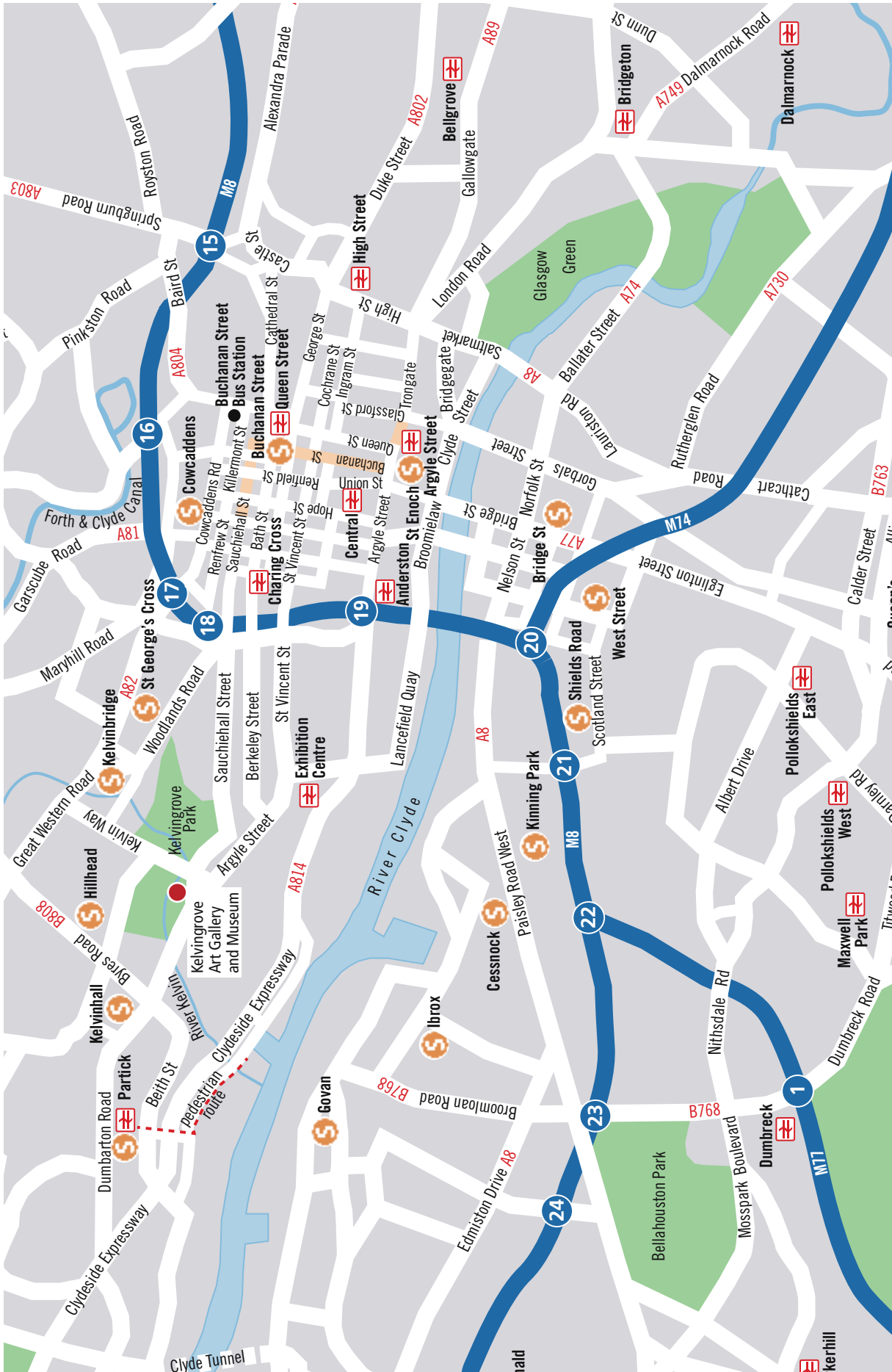
We welcome all visitors; however, specific provision will be made for visitors with disabilities in terms of physical access and gallery development. This statement lists the range of provisions we have made to ensure that every visitor has a good time when they visit us.

We run lots of special events throughout the year, so please check our website, www.glasgowmuseums.com, for details. Inside the museum you will find the Enquiries Desks with up-to-date news, and our staff are always on hand to help.

Please also note that entry to our museums is free, but temporary exhibitions may be subject to an entry fee. Essential carers are exempt from admission charges.

This access statement aims to accurately describe the facilities and services that we offer all our visitors, but should not be taken as guidance on the suitability of the building for those with access needs.

We look forward to welcoming you. If you have any queries or require any assistance please phone (+44) (0)141 276 9599 or email museums@glasgowlife.org.uk



2. Getting to Kelvingrove

Kelvingrove Art Gallery and Museum
Argyle Street
Glasgow G3 8AG

Kelvingrove Art Gallery and Museum is situated on the edge of Kelvingrove Park, in the heart of Glasgow's west end.

Please note public transport information is subject to change, and you should check information in advance of your visit.

See www.travelinescotland.com or phone Traveline on 0871 200 22 23.

By foot

Kelvingrove Art Gallery and Museum is situated in Kelvingrove Park on Argyle Street and is easily accessible on foot. It takes around 20 minutes to walk from the city centre along Sauchiehall Street.

You can also access the museum via Kelvin Way. Please click on this link if you require further information:

<https://www.google.co.uk/maps/@?dg=dbrw&newdg=1>

By train and Subway

The nearest mainline train station is Partick Station.

For train times call National Rail Enquiries on 08457 48 49 50 or visit

www.nationalrail.co.uk. This link will give precise details and guidance on any accessibility issues for Partick Rail Station.

From there it's around a 15-minute walk to Kelvingrove Art Gallery and Museum.

A step-by-step guide to walking directions can be found by following this link:

<https://www.google.co.uk/maps/@?dg=dbrw&newdg=1>

The nearest Subway station is Kelvinhall. Park and Ride is available at the following stations: Bridge Street, Kelvinbridge and Shields Road. Kelvingrove Art Gallery and Museum is then only a 5-minute walk from Kelvinhall Subway station – exit onto Dalcross Pass toward Dumbarton Road from the station and follow the signs to Kelvingrove Art Gallery and Museum.

Click www.spt.co.uk for more information on costs and timetable and accessibility guidance for the Subway Network.

You can also use www.travelinescotland.com to plan your trip.

By bus

First Bus services 2, 3, 7, 19, 19A and 77 all stop outside the museum. For details phone SPT on 0141 332 6811 or visit www.spt.co.uk. There is a bus stop within 150m (164yds) of the venue.

You can also take advantage of the 100 Riversider service, run by Garelochhead Coaches, anywhere between George Square in the city centre, SECC, Kelvingrove Art Gallery and Museum and Riverside Museum. This runs every 30 minutes. See www.spt.co.uk/cms/wp-content/uploads/2015/06/George-Square-SECC-Riverside-Museum.pdf for details.

By car

Kelvingrove Art Gallery and Museum is situated on Argyle Street, G3 8AG, around 6 minutes from the M8 motorway and well signposted on entering the city. You can plan your journey by using <https://maps.google.co.uk>

- The car park type is open air/surface.
- Parking spaces for Blue Badge holders do not need to be booked in advance. There are 10 designated parking bays within the car park.
- The dimensions of each designated parking bay are 390cm x 460cm (12ft 10in x 15ft 1in).
- The nearest designated bay is 30m (33yd) from the main entrance.



The car park is at the side of the venue.

Lower ground floor entrance.





Disabled parking.

- The furthest designated bay is 42m (46yd) from the main entrance.
- The car park surface is tarmac.
- There is a dropped kerb/non-stepped access from the car park to the venue.
- The dropped kerb does not have tactile paving.
- You do not have to cross a road.
- The car park does not have a height restriction barrier.

There is a designated drop-off point where the closest entry point is the lower ground entrance.

The car park is open every day. Blue Badge holders can park free of charge. The charge for non-Blue Badge holders is £1 for 4 hours. The car park machines accept all coins except 10p, 5p, 2p and 1p. Please have the exact amount as no change is given. There is no coach parking at the museum, though there is a drop-off point.

By taxi

Local accessible taxi – phone Glasgow Taxis on 0141 429 7070. Local private taxi firms may also provide this service.

3. Museum Entrances

There are 3 entrances to Kelvingrove Art Gallery and Museum.

- Centre Hall entrance from Argyle Street
- Centre Hall entrance from the car park
- Lower Level entrance

Main Hall entrance from Argyle Street

Two flights of stairs lead to Kelvingrove's Centre Hall entrance doors. There is a push button automatic door. You will be greeted by a Gallery Assistant who will welcome you to the museum.

Entrance from Argyle Street.





Kelvingrove's Argle Street entrance lift.

This entrance is also accessible via a path that can be accessed from either side of the building. This pathway has a medium gradient. The path leads to the second set of stairs, where there is a doorway to a lift (110 x 155cm) that will bring you out at the entrance doors to the museum. The lift has Braille and raised numbers but no audio. The museum entrance has a push button automatic door and revolving door. You will then be met by a Gallery Assistant who will welcome you to the museum.

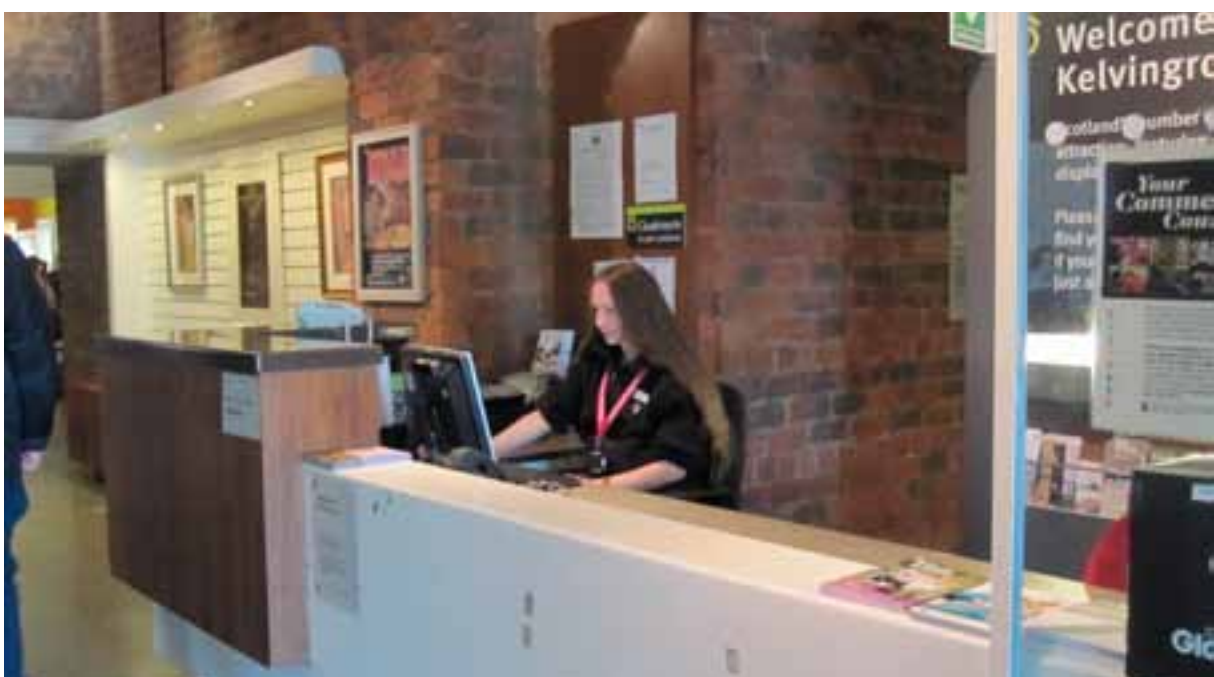


Lower and Main Hall entrance to Kelvingrove from car park.

Lower Level Entrance from car park

The Lower Level entrance is accessible from the car park and offers a step-free route into Kelvingrove's lower level. A push button automatic door and revolving door lead to the low level Enquiries Desk, lifts to all areas, shop, café, temporary exhibition gallery and accessible toilet. The lower level has low light levels in its corridors.

Lower Level Enquiries Desk and cloakroom.



Centre Hall entrance from car park

From the visitor car park the Centre Hall entrance can be accessed via one of two sets of stairs. There are then two sets of doors which lead into the museum.

Entry costs

The museum is free to enter, but there may be a charge for entry to temporary exhibitions. Essential carers are exempt from admission fees. For information about the latest exhibitions or to book tickets please see

<http://www.glasgowlife.org.uk/museums/kelvingrove/current-exhibition/Pages/default.aspx>

Information leaflets and maps are available in Braille – please ask at the Enquiries Desk. There is a large-scale map of Kelvingrove on the ground floor.

The cloakroom is situated at the lower level Enquiries Desk. The charge to leave anything is £1 per person.

Wheel chairs are available from the lower level Enquiries Desk.

Portable stools are available to pick up and carry at various locations throughout the museum.

Our induction loop is inspected bi-annually and we fix any problems that are brought to our notice between inspections. The induction loop is portable and can be located at the Enquiries Desk.

Some of the audio-visual screens in the gallery have induction loops and most have subtitles. There is a welcome video to the museum in British Sign Language and International Sign at

<http://www.glasgowlife.org.uk/museums/kelvingrove/about/Pages/default.aspx>

Guide and Assistance dogs are welcome in Kelvingrove, and dog bowls and water are available from the Enquiries Desk.

4. Café and Dietary Requirements

Our café is situated on the Lower Ground floor. Tables are well spaced and moveable and floors, tables and chairs are in contrasting colours. Crockery is white and contrasts strongly with the tables. Lighting in the café is good natural daylight with additional overhead lighting.

In our café you will find a range of gluten-free and vegetarian options, and we include allergen information on all dishes. The Kelvingrove Café supports and welcomes breastfeeding mothers.

A microwave is available for our customers to use for heating up baby food or milk, and staff are happy to assist.

The following information is for the Café.

- Once inside, there is level access to the service.
- Full table service is available.
- No tables are permanently fixed, and can be relocated to improve access.

Kelvingrove café on the Lower Ground Floor



- No chairs are permanently fixed and can be relocated to improve access.
- No chairs have armrests.
- The nearest table is 4m (13ft 1in) from the café entrance.
- The distance between the floor and all tables is 70cm (2ft 4in).
- Menus are hand held and on the wall.
- Menus are not available in Braille or large print.
- Picture menus are not available.
- Menus are clearly written.
- Menus are presented in contrasting colours.
- The type of food served here is hot and cold meals and snacks. We use local suppliers wherever possible, as well as those committed to protecting the environment. Our coffee is Fairtrade and our tea is Rainforest Alliance certified.

Opening times of table service café: please note the Café closes one hour before the rest of the museum.

Monday	10:00–16:00
Tuesday	10:00–16:00
Wednesday	10:00–16:00
Thursday	10:00–16:00
Friday	11:00–16:00
Saturday	10:00–16:00
Sunday	11:00–16:00



Kelvingrove Centre Hall and Coffee Shop.

Coffee Shop

The Coffee Shop can be found in the Centre Hall and offers teas, coffees, soft drinks and a wide selection of sandwiches, snacks and cakes.

- The Coffee Shop is open plan within the Centre Hall with multiple entrance points.
- Self-service sandwiches and cold drinks are available from fridges.
- Hot drinks, cakes and hot and cold snacks are available from the staffed counter.
- No chairs or tables are permanently fixed and can be relocated to improve access.
- Staff are happy to assist where ever possible.
- The Coffee Shop closes at 16:30.

Packed Lunch Space

Visitors are welcome to bring their own lunch to Kelvingrove and an indoor space is available where this can be eaten. There is plenty of grass surrounding the building so on fine days you can enjoy your picnic outside.

5. Toilets and Changing Facilities

Lower and Upper Ground Floor and First Floor facilities:

- Kelvingrove Art Gallery and Museum has accessible facilities on all floors, and the location of all these facilities is marked on our easy to follow floor plan.
- Lower Ground Floor – 1 accessible toilet (322cm x 285cm). Includes an adult-sized hydraulic height-adjustable changing bed. Upper Ground Floor – 2 accessible toilets (235cm x 245cm), one in the East Court under the stairs, and one in the West Court under the stairs. The East Court facility has a full-size hydraulic height-adjustable changing bed.
- A standard accessible toilet with vertical rails at the side of the toilet and basin, a hydraulic height-adjustable changing bed, emergency call cord, low-level light switch and hook, lever taps, low-level hand dryer, good overhead lighting, non-slip floor tiles, colour-contrast grey and purple tiles define the wall/floor meeting point and doorway edges.
- The width of the accessible toilet door is 86cm (2ft 10in).
- The lateral transfer space is 70cm (2ft 4in).

Lower Ground Floor Accessible changing bed and toilet facility.



- Public toilets have child and adult height cubicles, basins and hand dryer.
- First Floor – 1 accessible toilet situated off the Dutch Art Gallery (details on floor plan).
- The facilities described above are all in public areas. There is a further accessible facility in the staff area, just outside the conference room. Since the conference room can be hired out to external clients, this toilet can also be used by the public if required.

Public Toilet Information

- There are 2 female and 1 male public toilets on the Lower Ground Floor.
- There are 2 female and 2 male public toilets on the Upper Ground Floor.

There are 1 female and 1 male public toilets on the First Floor.

Venue public toilet – male.



First floor facilities:

- Baby-changing/accessible toilet facility with softer lighting, floor space for a buggy.
- Low-level sink and emergency call cord.
- Public toilets have child and adult height cubicles, basins and hand dryers.
- Baby changing facilities can be found in all public toilets on all floors.

Venue public toilet – accessible.



6. Galleries

- All galleries have step-free access and are free of doors. The Object Cinema has a ramp leading up to it with a small incline.
- All galleries have been designed with wheelchair and buggy access in mind.
- Most manual and digital interactives are accessible at wheelchair height and most video presentations are fully subtitled.
- Interactives and video presentations are developed to conform to Glasgow Museums' Digital Access Standards and Design Guidelines.
- There is a large courtyard off each side of the Centre Hall.

Example of a courtyard.





At the end of each courtyard a set of stairs leads you to the top floor.

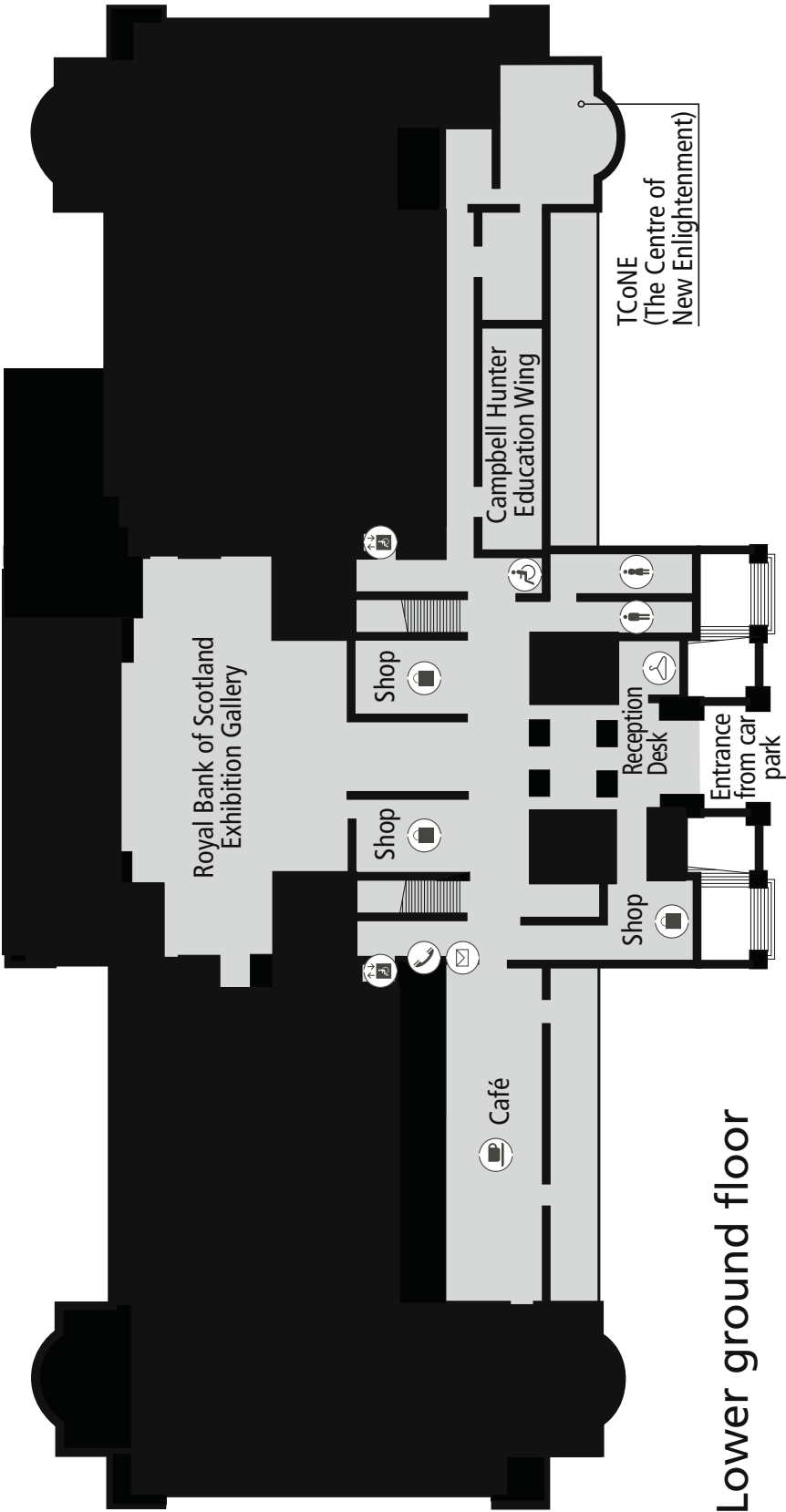
The floor in the courtyard and on the corridors on the top floor is a tile pattern.



There is also a lift just before you enter the courtyard. This is large enough for 2 wheelchairs.












Most galleries have a smooth wooden floor and varying light levels.

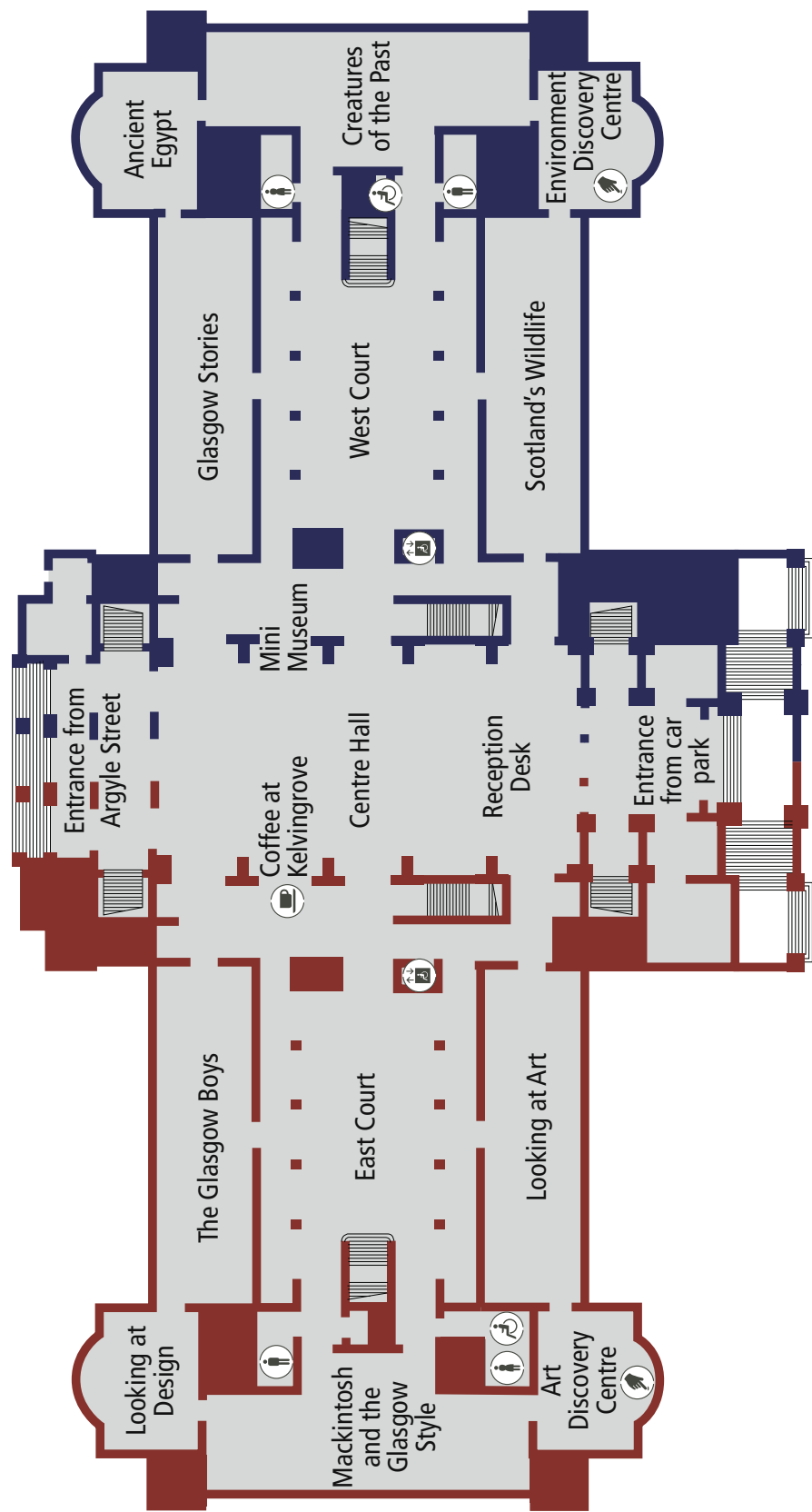




Lower ground floor

Key to symbols

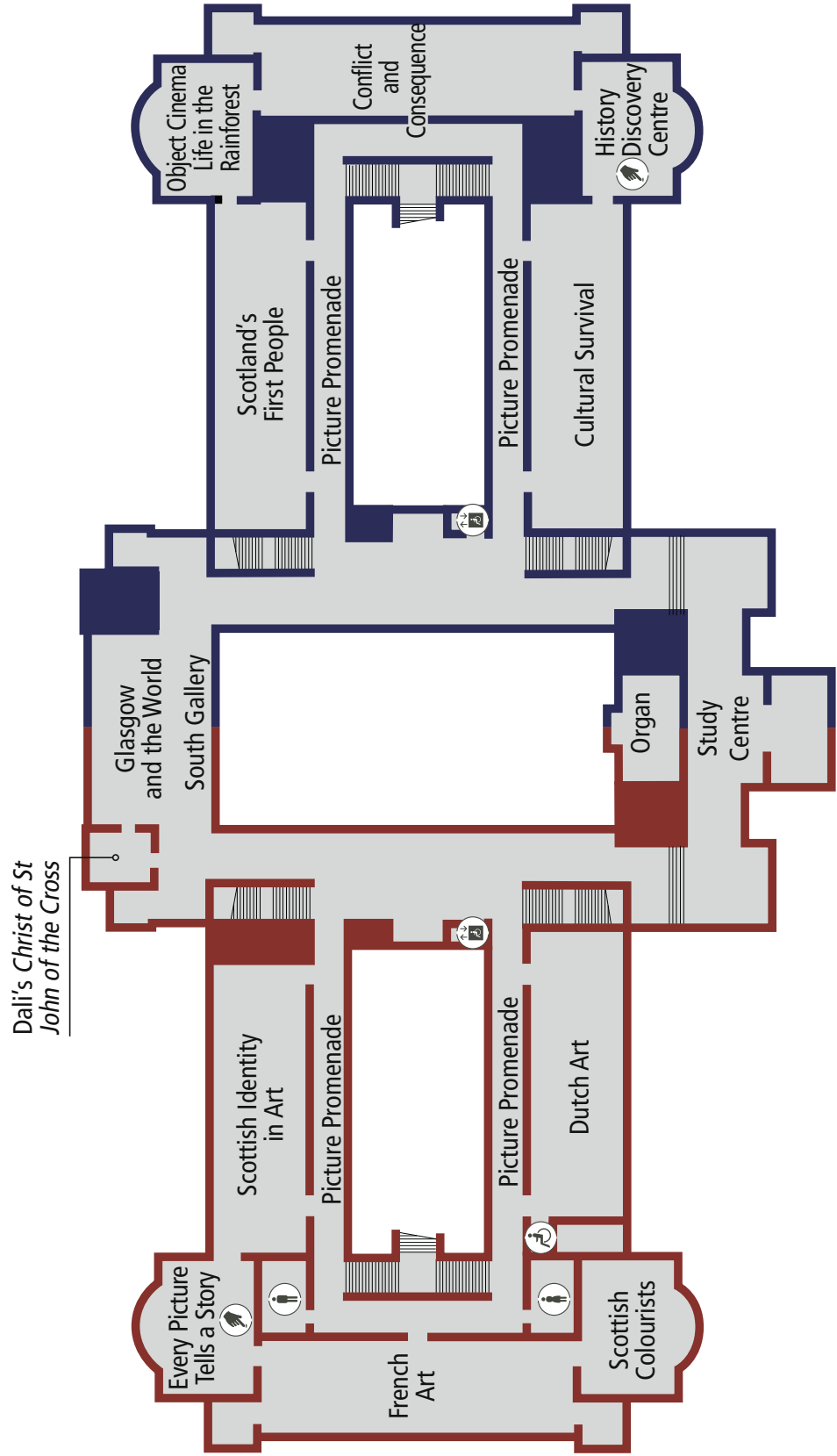
	Female Toilets		Male Toilets		Accessible Toilets		Public Telephone
	Café		Accessible Lift		Interactive Area		Letterbox
	Shop		Coffee at Kelvingrove		Cloakroom		



Ground floor

Key to symbols

	Female Toilets		Male Toilets		Accessible Toilets		Public Telephone
	Café		Accessible Lift		Interactive Area		Letterbox
	Shop		Coffee at Kelvingrove		Cloakroom		



First floor

Key to symbols

7. Staff Training

Disability awareness is embedded within our training programme for employees. Team members who work directly with the public and Learning and Gallery Assistants also receive additional training, such as autism and Down's Syndrome awareness, and some are certificated Dementia Friends.

We want to ensure that Kelvingrove Art Gallery and Museum is a welcoming place for all of our visitors. If you have any queries or comments, please ask to speak to a member of staff, or email the Museum Manager at the address given at the end of this information.

8. Future Plans

We are currently working with the Glasgow Museums Access Panel to identify areas in need of improvement in terms of physical, sensory and intellectual access within the museums.

By working with our marketing team we hope to better represent our wide range of visitors.

We are continuing to explore new ways to use technology and digital content to allow better access to our collections and displays.

We are investigating installing an information screen in the museum to show our welcome video in British Sign Language and International Sign.

Access Panel

The Glasgow Museums Access Panel helps ensure that Glasgow Museums addresses the barriers which prevent people attending museums. These barriers may be physical, sensory, attitudinal, cultural, social or financial.

The Access Panel is made up of people who can speak about the range of barriers faced in attending museums. The membership is drawn from Glasgow-based groups, organizations and people who experience barriers themselves either in their daily lives or have knowledge of those barriers in their roles as support workers.

9. Feedback

We welcome your views and comments on any aspect of our access statement. You are the best person to tell us if we are getting it right, and what we can do to improve our service.

10. Contact Information

Address: Kelvingrove Art Gallery and Museum

Telephone: (+44) (0)141 276 9599

Website: www.glasgowmuseums.com

Email: museums@glasgowlife.org.uk



[Kelvingrove.GlasgowMuseums](https://www.facebook.com/Kelvingrove.GlasgowMuseums)



[@KelvingroveArt](https://twitter.com/KelvingroveArt)

Museum Manager: Dr Neil Ballantyne

Opening hours:

- Monday: 10.00–17.00
- Tuesday: 10.00–17.00
- Wednesday: 10.00–17.00
- Thursday: 10.00–17.00
- Friday: 11.00–17.00
- Saturday: 10.00–17.00
- Sunday: 11.00–17.00

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