

<b>Policy Sponsor:</b>	<b>Director of Heritage</b>
<b>Approving Body:</b>	<b>Board of Trustees</b>
<b>Date Approved:</b>	<b>July 2014</b>
<b>Date of Last Review:</b>	<b>July 2017</b>
<b>Date of Next Review:</b>	<b>July 2019</b>

## Introduction

Port Sunlight Village Trust (PSVT) is committed to providing the greatest possible access to its public gardens, residential properties, public buildings, facilities, collections and public programmes for the education, research, enjoyment and benefit of all. PSVT will actively engage key stakeholders including Wirral Borough Council, Unilever, Lady Lever Art Gallery and others to improve access to the village and its unique heritage.

## Statement of Intent

PSVT aim to remove as many physical, intellectual, cultural, emotional and financial barriers to access as is practicable within the limits of budgetary, legal, conservation, security and planning considerations. This policy outlines PSVT's approach to access and seeks to address the needs of existing and potential residents, visitors, users, staff and volunteers. The duty to improve access is a continuing duty.

This policy was written in conjunction with PSVT's Equality & Diversity Policy and in line with the Equality Act 2010.

## Confidentiality

Confidentiality will be maintained at all times and the Data Protection Act 1988 will be complied with. Data will be processed only to ensure that trustees, volunteers and all staff act in the best interests of the Trust. The information provided will not be used for any other purpose.

## The Policy/Procedure

### *Outreach and the Community*

PSVT is committed to engaging with the local community in order to develop links to new and existing audiences which it achieves through working in partnership with community groups and educational organisations. PSVT employ a dedicated Community Officer and in June 2017, we opened a Community Hub in Bridge Cottage to engage with the local community and to provide residents with a venue for workshops, hot desk working, events, clubs and social interaction.

### *Access Audits*

PSVT undertakes periodic access audits and maintains an access action plan that sets out the work required to improve access to our collections, properties, facilities and public programmes by removing barriers. Implementation of the action plan will be monitored regularly by the Trust's Governing Body.

### *Buildings and Public Gardens*

PSVT are committed to providing access to its public buildings, facilities and gardens. There are limitations due to the physical constraints of Listed buildings, Registered landscapes and the gradients of slopes and

pavements in the village. Many pavements and roads in the village are under the ownership of Wirral Council and will be identified in their Access Policy.

PSVT will make reasonable adjustments to adapt access to and within the residential properties in its care for disabled tenants or tenants with special needs. PSVT will complete this work in line with the Equality Act 2010, Part M of Building Regulations and with regard to the significant character of the heritage assets in its care, which are protected by statutory Listing and Conservation Area designation.

Information for potential visitors and users of our properties, facilities and public gardens explaining opening times, services and access is available on leaflets, by telephone, via email, social media, and our website.

### *Collections*

PSVT is committed to increasing access to the collections and increasing knowledge and understanding of Port Sunlight's unique history and heritage. We will provide access to the collections in a variety of ways and curatorial staff are available on weekdays during opening hours to answer questions about the collections and to help identify objects brought in by the public. Research facilities are available, and staff will also answer research queries in accordance with the terms stated on our website.

Collection items in storage are available to view by appointment. The research facility and collections store are based at the Greendale Road office and there is limited access for wheelchair users. However, alternative arrangements can be made to provide access to most objects in the collection and reference library.

### *Information*

PSVT takes the needs of residents, visitors and users into account when preparing and presenting all information. We aim to provide levels of information and interpretation to suit a range of audiences and abilities. We will ensure that all information and communications follow good practice and recognised guidelines for text and style.

We aim to keep residents and visitors informed of our collections, exhibitions, events and PSVT news through appropriate publicity and marketing including social media. Images and /or descriptions used will reflect the diversity of the community we serve. The Trust's website has accessibility features including user defined text, size and colours and the ability to be viewed on any mobile platform.

### *Learning and public programmes*

PSVT will provide public and learning programmes that are tailored to meet the needs and requirements of specific groups and audiences. Temporary exhibitions, events and activities will be programmed throughout the year for people with a wide range of abilities.

We encourage people to play a full part in our public programmes including loaning items for display, contributing oral history recordings, exhibition ideas and research, volunteering in the Worker's Cottage or Community Hub and leading tours.

### *Customer care and safeguarding*

PSVT is committed to providing first class customer service. We have developed Customer Service Standards so that we can demonstrate the level of service that all can expect when contacting or visiting us. All staff and volunteers are responsible for implementing PSVT's Customer Service Standards. All

tenants, visitors and users will be treated with equal respect within an inclusive atmosphere and welcomed according to their individual needs.

PSVT are committed to providing a safe environment for all. There are policies and procedures in place for safe-guarding children and vulnerable adults.

#### *Emergency evacuation*

PSVT have a plan at each of its venues for the safe evacuation of visitors, users, staff and volunteers in an emergency.

#### *Staff, volunteers and training*

PSVT is an equal opportunities employer. All people will receive equal opportunities in recruitment, employment and training. The organisation is committed to increasing the diversity of its workforce.

Staff and volunteers receive training in areas of awareness and equality legislation appropriate to their roles and needs. They will also receive training in disability awareness, including addressing the needs of visitors and users with specific requirements and assisting those with disabilities during emergency evacuation. The training needs of individuals will be identified during induction and through the annual appraisal process.

#### *Financial*

PSVT charges for some events, carrying out historical research, admission to the museum, education visits and workshops, and hiring the Lyceum or Bridge Cottage for private events. All income received is put back into conserving and promoting the village. Free open days are held at the museum, and discounts and incentives are available for both residents and visitors using the museum, shop and tea room, and hiring the Lyceum or Bridge Cottage.

Volunteers should not be deterred from offering their services because they feel they cannot afford to volunteer. The Trust's Volunteer Policy sets out the circumstances in which 'out of pocket' and travelling expenses can be offered.

### **Equality and Diversity**

Port Sunlight Village Trust is committed to Equality, Diversity and Inclusion. We treat everyone fairly according to their needs, regardless of their race, religion or belief, sexual orientation, gender, gender identity, marital or civil partnership status, age, disability or pregnancy and maternity status.

#### **To be read in conjunction with:**

- Equality and Diversity Policy
- Health and Safety Policy
- Staff Handbook
- Volunteer Policy
- Access Plan
- Customer Service Policy
- Conservation Management Plan

#### **Contacting Us:**

If you would like to contact us to discuss this policy or anything else, the best way to do this is by calling our main office on 0151 644 4800, we will be more than happy to assist you.

You may want to contact us in writing, our address is:

Port Sunlight Village Trust  
23 King George's Drive  
Port Sunlight  
Wirral  
CH62 5DX

If you prefer, you can contact us via email: [admin@portsunlightvillage.com](mailto:admin@portsunlightvillage.com) or you can speak to a member of our team in person b