

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

## **Access Statement for Pendle Heritage Centre**

### **Introduction**

Situated in the village of Barrowford beside an ancient crossing of Pendle Water, Pendle Heritage Centre lets you discover the origins of the ancient farmhouse known as Park Hill, and see how it has developed from the 1400's to the present day.

Pendle Heritage Centre houses a Museum, Parlour Shop, Pendle Art Gallery, 18th Century Walled Garden and a Cruck Frame Barn.

The Centre is on a slight hill with a gradual approach.

The Museum is based over two floors. Upon entry there is a slight ramped incline and there is a platform lift to the first floor. The history of the house is told via voice over, a written copy is available upon request.

The Parlour Shop, Tourist Information Centre, Art Gallery and the Tearoom are all based on the ground floor, though there are two steps to reach the servery in the Tearoom

The Walled Garden is accessible from the Tearoom or the garden gate and has gravelled pathways.

The Centre has wheelchairs available upon request.

The Centre is a member of 'Made in Lancashire', 'Vaqas', 'Taste Lancashire' and is also a member of 'Lancashire and Blackpool Tourist Board'.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01282 677150 or email [pendleheritagecentre@htnw.co.uk](mailto:pendleheritagecentre@htnw.co.uk).

## **Pre-Arrival**

- For full details and maps of how to reach us please see the directions section of our website, [www.htnw.co.uk](http://www.htnw.co.uk). Alternatively, you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info); simply enter your postcode and ours, which is BB9 6JQ to get directions.
- We are situated 1 mile from junction 12 on the M65 motorway and are signposted.
- The nearest train stations are Nelson and Colne stations, both less than 2 miles from the Centre.
- Taxis are readily available at the stations . If you require accessible taxis then you can book on 01282 867798
- You can travel from Nelson Interchange on bus no 68, every 2 hrs Mon - Sat, no 71 every hour Mon - Sat (Sundays from Easter to October) or on bus no 2 which runs every 1/2 hour Mon - Sat
- From Colne, Crown Way and Rigby St, every 2 hours on bus number 68 . The bus stops approx 1/4 mile away from the Centre at 'The White Bear' public house. (Please check for any changes to timetable on 01282 698533.
- The pavements through Barrowford to the Centre are very narrow and it may be an idea to come to the centre via Barrowford Park., across the bridge and turn left.

## **Car Parking and Arrival**

- There is limited parking on site for 20 cars and 3 clearly marked Blue Badge parking spaces near the main entrance and there is a car park across the road from the Centre. The onsite car park is accessible , the car park is cobbled but there are 3ft wide paved pathways to the Centres entrance. Cars can drop off at the main entrance, where there are double doors leading into the Centre

- The car park is lit in the evenings.
- Access to the car park across the road is down a hill and access to the Centre is up a slight hill, through a gate, over the road and then down a hill into the Centres grounds.

### **Main Entrance, Reception and Ticketing Area**

- The main entrance to the Centre is through double doors, clearing 5ft 10" when fully opened. there are no steps and there is level access.
- The floor area is paved at the entrance and changes to wood in the Shop and the Tourist Information Centre.
- The Shop and TIC are accessible though doors which are left in the open position
- There ae two steps leading to the servery in the Tearoom and there are handrails on both sides of the steps.

### **Attraction (displays, exhibits, rides etc.)**

- There are interactive touch screen activities in the Museum; all can be accessed from a sitting or standing position.
- There is an audio introduction to the Museum, a written copy is available upon request.
- There are interpretation boards throughout the Museum.
- Seating is provided.
- The flooring is a mixture of wood, laminate and nonslip coatings on the ramped areas
- Lighting is provided by spot lights, standard lamps and track lighting

### **Public Toilets**

- Public toilets are located on the ground floor with level access from the courtyard in the café area.
- These toilets have a unisex accessible toilet, which has an alarm pull cord
- The alarm pull cord is red and the alarm goes off in another part of the building where a staff member is always present, assistance is provided as necessary
- The door width is 3ft
- There is a space to the left of the toilet for a wheelchair, 3ft 3" wide, the toilet seat is 20" from floor height, horizontal and vertical grab rails are also in situ.
- The lighting is halogen.
- Non slip lino floor covering
- There are lever taps on the sinks

### **Catering**

- The entrance doors to the café are 5ft 10"wide.
- The café is situated on the ground floor and has 2 steps up to the servery area.
- The flooring is a mixture of stone flags and lino
- The tables are wooden, some are circular and some are square. the circular tables are accessible.
- The lighting is track lighting in the conservatory with natural light coming in through the floor to ceiling windows.
- Spot lights are used in the servery area.
- The cafe is self service, but table service is provided when necessary.
- The menu is printed on blackboards behind the servery and there is also a framed menu on the wall to the left as you enter the building.

## **Shop(s)**

- There is a shop with a range of souvenirs and books etc. which can be accessed directly from the main entrance and then through a door to the left which is left open.
- There is level access throughout the retail areas and enough space between and around displays for wheelchairs
- There are tall display racks and low tables accessible from a seated position
- Staff can offer assistance if required.
- A low level counter is provided

## **Grounds and Gardens**

- There is an 18th Century Walled Garden and a Woodland Walk
- The Garden is level with gravelled walkways approx 4ft wide
- The Woodland Walk is stepped and undulating, though there is direct access to the Cruck Barn via a gravelled path. (up hill).
- The paved walkways are all 3ft wide.
- There are two wooden benches in the Walled Garden.
- There is a small picnic area in the car park across the road adjacent to the river.

## **Additional Information**

- We have a set of evacuation procedures – should you require it someone will assist you with evacuation
- We welcome trained assistance dogs. A water bowl is available at the main entrance.
- We can offer a list of nearby accommodation and details of their Access Statements for information, where available.

## **Contact Information**

Address (Inc postcode):	Pendle Heritage Centre Park Hill Barrowford Nelson Lancs BB9 6JQ
Telephone:	01282 677150
Email:	pendleheritagecentre@htnw.co.uk
Website:	<a href="http://www.htnw.co.uk">www.htnw.co.uk</a>
Hours Of Operation:	10am - 5pm April to October 10am - 4pm November to March
Local Equipment Hire:	Multicare Mobility Services Mobility House North Valley Road Colne Lancashire BB8 9AG 01282 869 042 Train: Colne Rail Station Open Mon- Thu 8:30am-5pm; Fri 8:30am-4pm; Sat 9am-1pm
Local Accessible Taxi:	01282 867798
Local Public Transport:	Local buses from Nelson no's 68, 71, and 2 from stand no 5 Local bus from Colne Crownway and Rigby street no 68 (for further information please see our Pre -Arrival Section).