

Access Statement for Riverside Museum, Glasgow



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1. Introduction

Riverside Museum welcomes all visitors. We aim to provide the best possible access to everyone so that you enjoy your visit, whether it's for a walk, a guided tour, an event or exhibition, meal, meeting or conference. Winner of the 2012 European Museum Academy Micheletti prize for best European Scientific, Industrial and Technical Museum, Riverside showcases the city's transport, technology and travel collections. These include the largest object in Glasgow Museums' entire collection, the South African Railways locomotive 3007, as well as the world's oldest bicycle and a recreated 1900s' Glasgow street and Subway station.

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

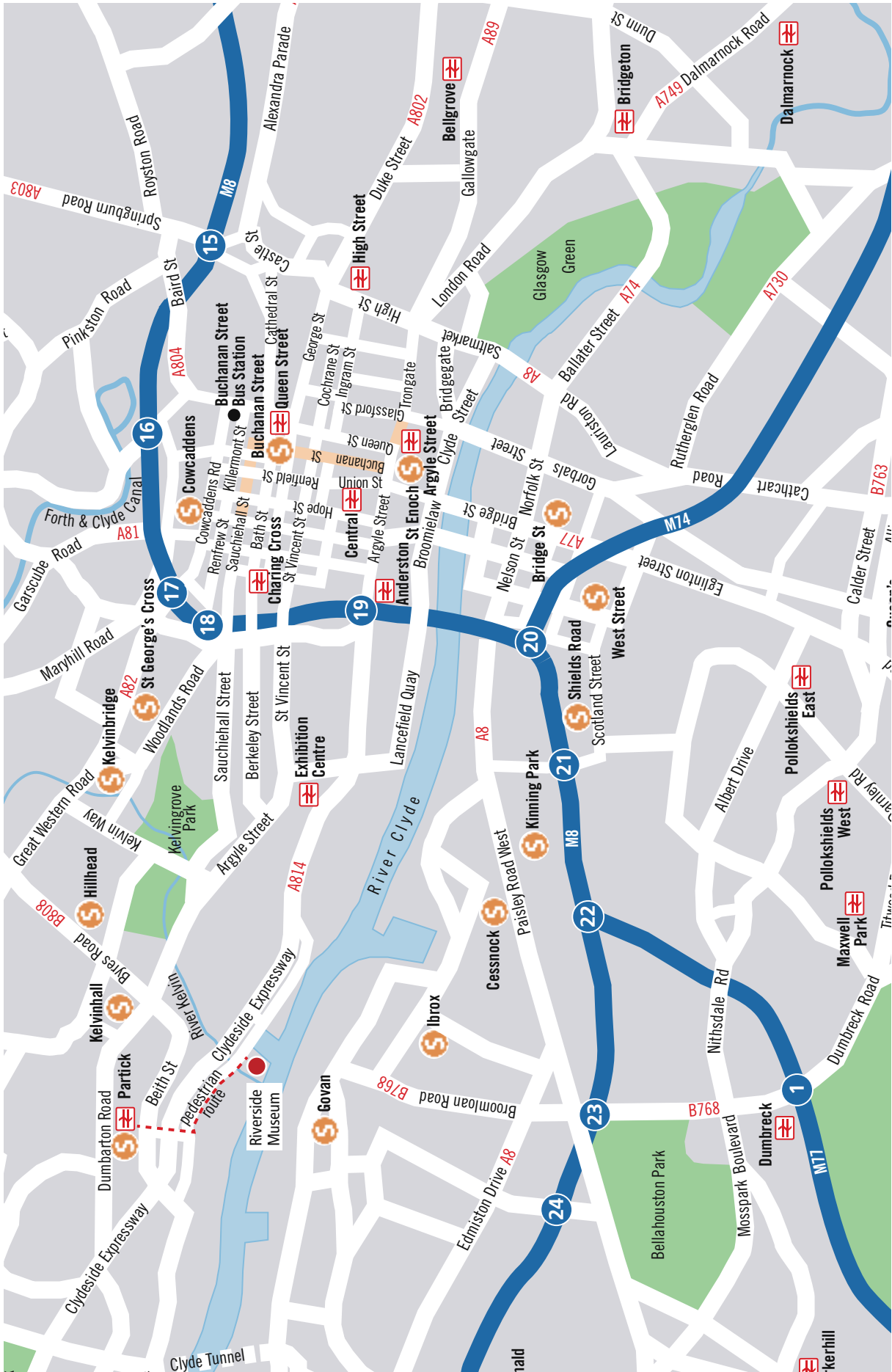
The Tall Ship *Glenlee*, owned and operated by the Clyde Maritime Trust, is berthed alongside the Riverside Museum. She is the UK's only floating Clyde-built sailing ship and is also free to visit. There is a small charge for groups of 8 or more and all group visits must be booked in advance. For further details regarding the access provision for the Tall Ship please visit www.thetallship.com or call their Learning and Access Officer on (+44) (0)141 330 9077.

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 Desk with up-to-date news, and our staff are always on hand to help.

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)141 287 2720 or email museums@glasgowlife.org.uk



2. Getting to Riverside

Riverside Museum, 100 Pointhouse Place, Glasgow, G3 8RS

Riverside Museum is situated on the banks of the River Clyde and the River Kelvin in 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. This link can also be used to plan your journey.

2.1 By foot

Riverside Museum is on the north bank of the River Clyde, just along the Clydeside from the SECC going towards Partick (west). Please click on this link to help plan your route <http://walkit.com/>

2.2 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 the [National Rail Website](http://www.nationalrail.gov.uk). This link will give precise details and guidance on any accessibility issues for Partick Rail Station. From there it's around a 10-minute walk to the Riverside Museum. Exit Partick Station onto Beith Street behind the station and follow the signs to the Riverside Museum.

The nearest subway station is also Partick. Click www.spt.co.uk for more information on costs, timetable and accessibility guidance for the Subway network.

2.3 By bus

Hop on board 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 [timetable](#) for details.

2.4 By coach

There is a coach drop-off point adjacent to the bus stop and designated coach parking throughout the year for schools, tour operators and care groups.

2.5 By bicycle

National Cycle Route 7 leaves Glasgow by following the River Clyde to Dumbarton and then heads to Inverness via Aberfoyle, Callander, Killin, Pitlochry, Kingussie, Aviemore and Carrbridge. There are bicycle racks to secure up to 28 bikes located close to the museum.

2.6 By car

From the M8 motorway, take Junction 19 and travel westbound along the Clydeside Expressway (A814) for about one mile to Pointhouse Road. Then turn left into the Riverside car park area. The car park is situated to the left-hand side as you approach the Riverside Museum.

Riverside main car park.



- 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.
- The car park is open air with a tarmac and gravel surface.
- Parking spaces for Blue Badge holders do not need to be booked in advance, and there are 18 disabled parking bays, free of charge and with no time restrictions.
- 12 spaces are outside the main car park closer to the museum, and 6 are within the main car park itself.
- There are 6 larger family parking bays also within the main car park. Normal car parking charges apply to family parking.
- The dimensions of each disabled and family parking bay are 340cm x 500cm.

Disabled parking bays.



- The nearest disabled bay is 66.2m (72 yards) from the main entrance.
- The furthest designated bay is 107m (117 yards) from the main entrance.
- There is a dropped kerb/non-stepped access from the car park to the venue.
- A zebra crossing is in place to assist you in crossing the road between the car park and the museum, with tactile paving.
- The car park does not have a height restriction barrier.

2.7 Drop-off point

A drop-off point for Blue Badge vehicles is available at the Riverside Museum, in front of the main entrance. Access to this is via the slipway road (to the right as you drive onto the Riverside site) then through the barrier. Please press the 'Museum' button on the barrier to speak to the Enquiries Desk to gain access.

There is no parking available at this location – it is for dropping off only.

2.8 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 2 entrances to the Riverside Museum.

- North Entrance (near to the car park)
- South Entrance (looking towards the Tall Ship)

3.1 North Entrance

The North Entrance is the most convenient entrance to the Riverside Museum for visitors arriving by foot, car, bus, coach, minibus, taxi, train, Subway and bicycle.

The North Entrance is step-free but has an easy incline slope that leads to 2 sets of automatic doors.

- The doors are double width.
- The door opening is 157cm (5ft 2in) wide.

North Entrance.





North Entrance with easy incline.

You will be met on arrival at the museum by a Gallery Assistant who will welcome you to the museum.

3.2 South Entrance

Riverside Museum's South entrance provides ideal access to the Tall Ship and the museum's spectacular views up and down the River Clyde.



South Entrance.

3.3 Enquiries Desk services

Our Enquiries Desk is to your right as you enter the North doors. The desk has a lowered section and an induction loop is installed at the desk.

A portable induction loop is also available from the Enquiries Desk. The cloakroom is also situated at the Enquiries Desk. This is a free service and we are happy to take any belongings, from suitcases to buggies.

Guide and assistance dogs are welcome in the Riverside Museum, and dog bowls and water are available. Please contact a member of staff for these.



Riverside Enquiries Desk.

We have 8 wheelchairs available to borrow free of charge from the Enquiries Desk, subject to availability.

A welcome video to the museum in British Sign language and International Sign is available at www.glasgowlife.org.uk/museums/riverside/about/Pages/default.aspx

4. Café and Dietary Requirements

4.1 Riverside Café

The Café at the Riverside Museum is on the ground floor. It has magnificent views overlooking the River Clyde and the Tall Ship. During milder weather you can enjoy snacks and meals outside on the terrace.

Hot and cold breakfasts are available late morning Monday to Thursday and on Saturday, with sandwiches, pastries and cakes available daily between 12 noon and closing. The main lunch menu, served from 12 noon until 3pm, offers soups, savouries and salads and features homemade speciality meals along with a selection of puddings.

This café offers a children's menu to ensure the whole family is catered for. The Riverside Café has 9 plastic high chairs with removable trays and lap belt.

Riverside Cafe.



The Riverside café supports and welcomes breastfeeding mothers and our café staff are also happy to heat up baby food or milk – please just ask.

In our café you will find a range of gluten-free and vegetarian options, and we include allergen information on all dishes.

Opening Times

Monday to Thursday 10.00–16.00

Friday 11.00–16.00

Saturday 10.00–16.00

Sunday 11.00–16.00

- Full table service is available.
- Lighting in the café is good natural daylight with additional overhead lighting.
- Tables and chairs are all white in colour, are well spaced and moveable.
- The distance between the floor and all tables is 70cm (2ft 4in).
- Menus are hand held and on the wall.
- Menus are clearly written and presented in contrasting colours but not available in Braille or large print.
- There is an accessible toilet within the Riverside Café which also has baby changing facilities.

4.2 Coffee Stop

The Coffee Stop can be found on the first floor, overlooking the river. Visitors can choose from teas, coffees, soft drinks and a wide selection of sandwiches, snacks and cakes.

Opening Times

Monday to Thursday 10.00–17.00

Friday 11.00–17.00

Saturday 10.00–17.00

Sunday 11.00–17.00



Coffee Stop.

- The Coffee Stop is open plan with multiple entrance points.
- Self-service sandwiches and cold drinks are available from fridges.
- Hot drinks, cakes and snacks are available from the staffed counter.
- No chairs or tables are permanently fixed and can be relocated to improve access.
- The Riverside Coffee Stop has 3 plastic high chairs with removable trays and lap belt.
- Staff are happy to assist where possible.

4.3 Packed lunches

We are happy for visitors to consume food and drink anywhere within the museum, and you are welcome to bring your own lunch. The building is surrounded by plenty of grass so on fine days you can enjoy your picnic outside.



Picnic areas.

There are several picnic areas where chairs and tables are available to allow visitors to stop for a rest or have a packed lunch.

There is a drinking fountain on the ground floor.

4.4 Outdoor Catering

There are a number of catering outlets outside the museum selling a range of hot and cold drinks, cakes, hot food, sweet and savoury snacks and ice cream. These items can be consumed within the museum.

5. Toilets and Changing Facilities

The Riverside Museum has accessible facilities on all floors, including the Riverside Café. The location of all these facilities is marked on our easy-to-follow floor plan.

5.1 Accessible Facilities

There are 2 standard accessible toilets (1 is 193 x 120cm, 1 is 150 x 213cm) on the ground floor as well as an additional toilet in the café and 1 on the first floor (154 x 250cm) with:

- vertical rails at the side of the toilet and basin
- emergency call cord
- low-level light switch
- push button taps
- low-level towel dispenser
- good overhead lighting
- non-slip floor

The width of all the accessible toilet doors is 92cm (3ft). A key is not required for the accessible toilet. It should be noted that all the doors to the museum's toilet facilities are heavy.





Large accessible toilet.

There is also an additional large accessible toilet on the ground floor which benefits from the same features as the standard accessible toilet with the addition of an adult changing bed. There is 1 baby changing toilet on the ground floor and 1 on the first floor. Both are within the accessible toilets.

5.2 Public Toilet Information

- There are 3 female and 3 male public toilets on the ground floor.
- There is 1 female and 1 male public toilet on the first floor.
- Public toilets have child and adult height cubicles, basins and hand dryers.

6. What You Can Discover

6.1 The collections

Riverside Museum, designed by the internationally renowned architect Zaha Hadid, sits on the banks of the River Clyde. The multi-award winning museum is home to over 3,000 objects that detail Glasgow's rich past from its days as a maritime powerhouse to a glimpse into daily Glasgow life in the early to mid 1900s. But this is no conventional transport museum.

Amongst the collection on display, you can see:

- a dazzling array of cars, trams, locomotives, ship models, motorbikes and bicycles
- prams, skateboards, costume and paintings
- the stories of the people who used, drove and made transport
- a designer dress worn by Audrey Hepburn
- Ewan McGregor's BMW motorcycle used in his Long Way Round adventure
- A platform boot which belonged to Elton John.



6.2 The displays

Riverside Museum is made up of 120 individual displays, each telling a story about the key objects. There is no set order to the displays so you can move around the museum on a path that suits you.

As well as the displays there are two interactive streets with access to 'shops' dating from 1895 right through to the 1980s, including an Edwardian photography studio, a 1930s' Italian café and a 1960s' garage.

One of the streets is a reconstructed street with period features. Although this creates a wonderfully immersive experience that allows you to take a step back in history, there are a number of points visitors should be aware of:

- the road is cobbled
- there is little contrast between the kerb and road
- light levels are very low in the street and some shops
- there is level access to all shop units
- at various times during the day a light and sound 'show' will take place that creates a visual and audio display to replicate changing weather conditions. One of the shows imitates a thunderstorm.

Historical street 1895–1930.



We try to allow the public access to as many of our vehicles as possible. Visitors can climb aboard some of the exhibits to get a real feel for vintage public transport by accessing four locomotive footplates, three trams, two Subway cars, one train carriage and a bus. Many of the objects have 2 to 3 steps which aid visitors' access to trams and buses.

The 2 accessible Subway cars have level access but as they are historical objects the doors are narrow.

Two lifts allow access to platforms that enable visitors to view 3 locomotive footplates.

- The lift is a platform lift.
- Staff do not need to be notified for use of the lift.
- The clear door width is 102cm (3ft 4in).
- The dimensions of the lift are 95cm x 138cm.
- There are separate entry and exit doors in the lift.

All displays have been designed with wheelchair, buggy and child access in mind.

All interactives have been tested by wheelchair users to ensure all adults can fully utilise the interactives' functions.



Throughout the museum we have tried to increase visitors' viewing potential. Partitions are Perspex; windows are at low levels or to the ground. Objects are on open display where possible and cases are at low viewing levels.

6.3 Interactive displays

At Riverside Museum we have created new and imaginative ways of displaying and interpreting the collections so you can get more out of your visit. We have over 20 interactive hands-on displays.

There are over 90 large (32- and 42-inch) electronic touchscreens (E-intros) beside all large displays and objects. These touchscreens provide further information and include photographs, films and images. Many images can be enlarged. Each electronic introduction has text in different languages and many include BSL as one of these languages.

E-intro touchscreen.



Three displays at the Riverside Museum have audio descriptions. These displays are 'Showman's Caravan', 'Horse Drawn' and 'Le Rendezvous Café'. Please ask at the Enquiries Desk for directions.

The Riverside Museum hosts over 30 films that help tell the stories surrounding our objects. All audio-visual interpretation and films at Riverside are subtitled and most of the films include audio.

Please note: some displays at Riverside Museum feature flashing or pulsing lights. Please ask at the Enquiries Desk for further information.

6.3 The building

The museum's flooring is consistent throughout. This is a smooth, level, grey concrete with no shine. There are seats at regular points throughout and portable stools are available at various locations to pick up and carry. There is complimentary wi-fi throughout the museum.

Lifts:

There are 2 lifts within the museum – a smaller one next to the Enquiries Desk and a larger lift to the east of the building.

Smaller lift (196 x 140cm):

- the clear door width is 110cm (3ft 7in)
- there are no separate entry and exit doors in the lift
- there is a mirror to aid reversing out of the lift
- the lift does have an audible announcer
- the lift controls do not have Braille markings but do have tactile markings
- the lighting level in the lift is bright



Smaller lift



Larger lift

Larger lift (280 x 200cm):

- the clear door width is 197cm (6ft 5in)
- there are no separate entry and exit doors in the lift
- there is a mirror to aid reversing out of the lift
- the lift does have an audible announcer
- the lift controls do not have Braille markings but do have tactile markings
- the lighting level in the lift is bright

6.5 Guided tours

Let our team of trained volunteer guides take you on a tour of some of the museum's key objects and themes, such as locomotives, cars and the streets. To find out more about joining a tour, please ask at the Enquiries Desk on your arrival.

Group Tour Bookings

If you are bringing a group of more than 7 people and would like a tour, pre-booking is essential. Please get in touch at least 6 weeks before your tour date, so we can ensure that we can provide a tour of the highest quality and tailored to your group's interests. If you are interested in a group tour, please email museums@glasgowlife.org.uk

6.6 Landscape

The landscape which surrounds the Riverside Museum is made up of granite slabs with some areas of grass with small sparse trees and ornamental grasses. There is seating throughout the landscape in the shape of concrete blocks. Information at various spots interprets the current views and history of the site.

7. Staff Training

Disability awareness is embedded within our training programme for employees. Learning and Gallery Assistants and other team members working directly with the public receive additional training, such as autism and Down's Syndrome awareness. Some are certificated Dementia Friends.

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 our 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.

9. Access Panel

The Glasgow Museums Access Panel helps ensure that Glasgow Museums addresses the barriers which prevent people from 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 own daily lives or by having knowledge of those barriers in their roles as support workers.

10. Feedback

We want to ensure that the Riverside 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.

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!

11. Contact Information

Address: Riverside Museum, 100 Pointhouse Place
Glasgow, G3 8RS

Telephone: (+44) (0)141 287 2720

Website: www.glasgowmuseums.com

Email: museums@glasgowlife.org.uk



<https://www.facebook.com/Riverside.GlasgowMuseums>



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

Museum Manager: Muriel King

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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