

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

Access Statement for Charles Dickens' Birthplace Museum

Introduction

Charles Dickens was born at 1 Mile End Terrace on 7th February 1812 - the first married home of his parents, John and Elizabeth Dickens. His birthplace opened as a Museum in 1904.

Here you can experience the authentic atmosphere of the comfortable Regency home which would have greeted the new-born Dickens. Much of Victorian Portsmouth still remains in the city's streets and heritage, drawn upon by Dickens himself in Nicholas Nickleby. The Charles Dickens Birthplace Museum is the perfect place to start exploring and experiencing the work of one of England's most famous and best-loved writers.

We look forward to welcoming you. If you have any queries or require any assistance please phone 02392826722 or email: musvis@portsmouthcc.gov.uk

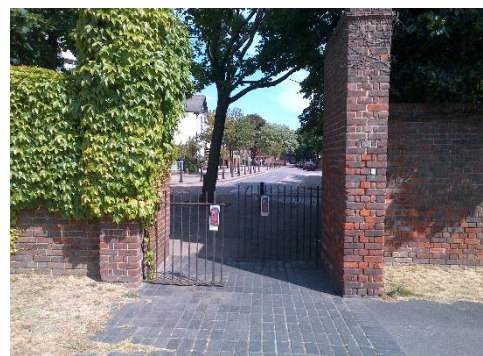
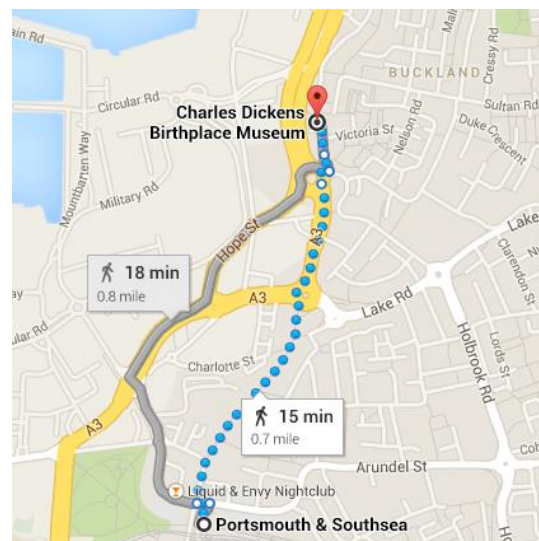
Pre-Arrival

By foot from Portsmouth and Southsea Railway Station or Park and Ride stop in City Centre

The nearest railway station is Portsmouth & Southsea which is about a 15 minute walk at average pace following the blue, dotted route to the right. Also Portsmouth's Park and Ride service stops by the station.

By bus from Portsmouth and Southsea train station or Park and Ride stop in City Centre

From Portsmouth & Southsea station take the No 700 bus which departs from Commercial Road by the Santander Bank. The bus goes up Mile End Road, exit at the bus stop by Morrisons. Take the underpass to cross the road and then the pedestrian route to Charles Dickens birthplace. Monday to Saturday, the bus runs every 20 minutes and on Sundays, it runs every half an hour.



By cycle

Cyclists can take their bicycles into the front garden and lock them onto the railing.

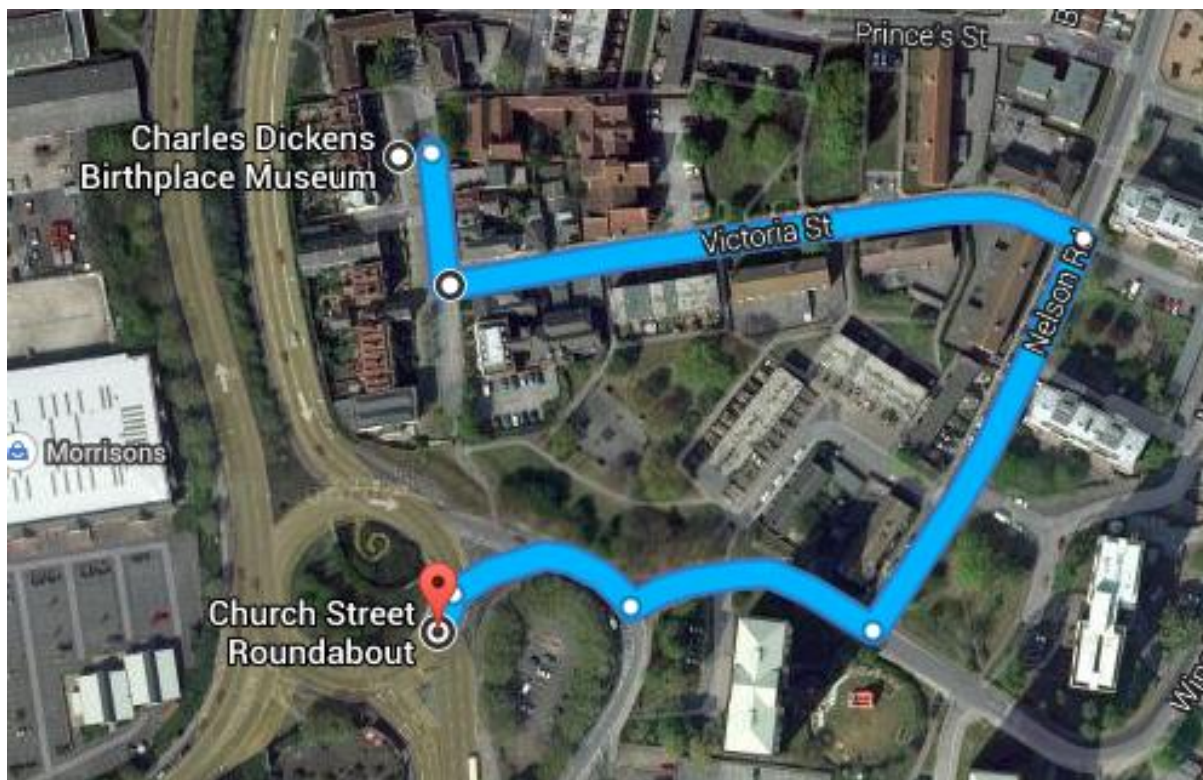
For more information on getting here by public transport visit

www.myjourneyportsmouth.com and put in where you want to leave from and Charles Dickens' Birthplace Museum. Alternatively, our postcode is PO1 4QL.

Part of the pedestrian route. If you go through here you know you're going the right way!

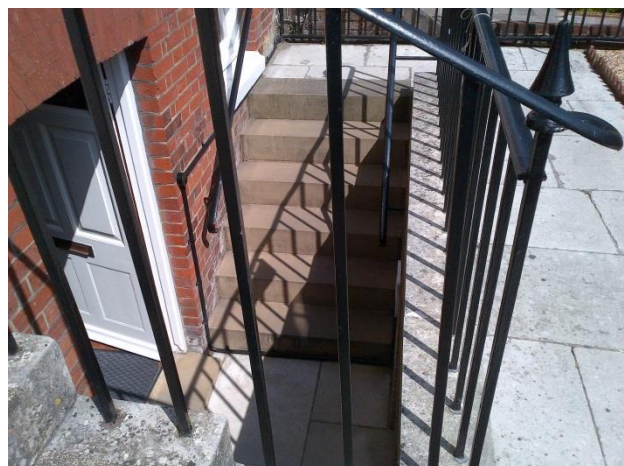
By car

Drive into Portsmouth on the M275, keep to the left and take the first exit from Church Street roundabout, turn left onto Wingfield Street, then left onto Nelson Road then second left onto Victoria Road. At the end of this road is Old Commercial Road and the Birthplace Museum is across the road to the right. Turn left and at the end of the road is a small car park.



Entrance to the Museum and Reception

The entrance to the Museum is down a steep flight of steps into the basement where the reception area and small shop are located. The Museum viewing areas are all stepped on four levels which obviously will not accommodate a wheelchair user. It would be impossible to make this historic Grade



I listed terraced house wheelchair accessible without radically modifying the building. Such measures would destroy the historic character of the building. We do have a DVD of the Birthplace which wheelchair users and others can view free of charge at the Portsmouth Museum, open all year Tuesday - Sunday, 10am - 5pm.

The steep flight of steps down to the entrance door has a handrail on both sides. The entrance door is in keeping with the historic nature of the building and as such care should be taken on entering. The basement reception area and shop both have low ceilings and taller visitors need to take care.

Staff at the Museum can open the houses' front door if visitors with mobility issues are happy to miss out the shop and reception to avoid the flight down and first flight up. The main door is approached via 5 steps.

There is a hearing loop for visitors with a hearing impairment, people with hearing aids with the 'T' switch facility can hear clearly when purchasing items in the shop and participating in guided tours.

The Museum Displays

Access to the six rooms in the Museum is via stairs only. The stairs between floors have handrails to assist those with reduced mobility and visual impairments.

Rooms include a fully-furnished parlour, dining room and bedroom featuring genuine Regency furniture and household items. See exhibits belonging to the man himself, including personal possessions such as his snuff box and even the very couch on which he died.

In each room there are information 'paddles' and these are also available on request in a range of languages. The information is also available on large print laminate sheets and in Braille.

Toilets

The male and female toilets both have grab rails in both compartments.

Emergency Evacuation

The fire alarm for the building includes visual alerts as well as a sounder.

Staff

All staff have regular training in customer care, disability awareness and equalities and diversity.

