

ACCESS & SEND FAQs

We want every child in your class to have an unforgettable and enjoyable experience in our museums. Our school offer can be adapted to the specific needs of the children in your class. Before your visit the Learning Assistant who is delivering your session will contact you so you can discuss how the session can be adapted to be the very best experience for your class.

To enable the discussion, we will give you a full overview of the session and will ask you some questions:

- What do you most want to get out of the visit?
- Have any of the adults visited the Museum before?
- Are there any specific children you would like us to know about? Can you tell us about their needs?
- Are there any activities they struggle with?
- What strategies do you have in place already that might help?
- Is there anything on your risk assessment that we need to be aware of and anything we can help with?
- Are there any triggers that the child struggles with that we need to be aware of?
- Do any of your children run away?
- Do you need to bring anything with you?

Do you have pre visit information?

Each site has it's own access information on our website.

How can I be sure that the session is right for my class before I book?

Our Booking Office can help discuss any aspect of the booking. We can also arrange for one of our Learning Assistants to call you or contact you by email if you prefer. Pre-visits are free for teachers to all our sites and there is no need to prebook.

How do you plan your sessions?

We have a team of Teacher Ambassadors from five local schools who work alongside us to develop and pilot all of our sessions and resources. They represent KS1/2 & SEND schools.

What if I need to bring things?

You are welcome to bring anything with you that you think might help the children to get the most out of the session. Please let us know about any large aids, such as portable hideaways or tents, so we can make sure we can accommodate them. We will make every effort to accommodate larger items, but due to other events taking place in our spaces we may not be able to on every given day.

Do your staff have Makaton skills?

Yes. All of our Learning Assistants have training in basic Makaton.

Do you know about the Just Right programme?

Yes. All of our Learning Assistant are aware of the programme and will understand if your children use it to express themselves.

Do you have quiet spaces?

We are also introducing specific quiet spaces at all our sites, but any child is welcome to take some time out whenever they need to anywhere else in the museum.

Do you have visual timetables?

We are in the process of making these for each session.

Can I bring an assistance dog?

Guide, assistance and support dogs are welcome in all our museums and we will not ask to see any registration or paperwork. Our staff are aware that not all assistance dogs wear tabards when working. We can supply water bowls.

Do I have to pay for an extra adult if a child has a carer?

No. Please bring any extra carer/s for free.

Do you have a hearing loop?

There are hearing loops at the front desk of all our museums, shops and classrooms. There are additional hearing loops in the Booth Museum Butterfly Gallery, Preston Manor lunchroom and The Old Courthouse Lecture Theatre.

I am bringing a child who doesn't have a wheelchair but may have mobility issues in the Museums. Can I borrow a wheelchair?

Yes. Just ask at the front desk of the museums if one of your group would like some extra help to discover the rest of the museum. You can borrow a wheelchair free of charge. In Brighton Museum and the Royal Pavilion walkers are also available. Wheelchairs and walkers cannot be booked as we have them available in case someone has an immediate need.

Do you have accessible toilets?

All our museums have accessible toilets. In the Booth Museum this is accessed via a lifting platform operated by our staff.

Do you have changing places toilets?

No. There is a changing places toilet very close to the Royal Pavilion / Brighton Museum in Jubilee Library. There are currently three other changing places toilets in Brighton & Hove. For more information, please see: www.brighton-hove.gov.uk/content/leisure-and-libraries/public-toilets/changing-places-public-toilets

What if there is a fire evacuation?

All our museums have evacuation procedures and staff are fully trained to help everyone to evacuate safely. Please let us know of any wheelchair users or children with limited mobility when booking.

I may need to use taxis to transport some children in my class to the museum. How can I organise this? Please let us know when you are booking that you may need temporary access to the parking spaces in the grounds. The Possibility People charity provides helpful information on the various wheelchair accessible taxis available locally. Please see: www.possibilitypeople.org.uk

I am bringing a child or children who are nervous or who may have difficulties coping with the session. Will this be a problem?

Not at all. In all our taught sessions we have sensory boxes children can access freely – ear defenders, fiddle toys, related activity, weighted items etc. We are very happy to be flexible on the day to ensure a rewarding experience for all. Please let us know when making your booking if you have any concerns or need anything specific such as space for a dark tent.

Is there anything I can do to help you?

The more information you can give us about the children in your class and how we can adapt for them the better. Please do encourage the adults in your party to get involved on the day and to help us all ensure the children have an excellent experience. It would also be really useful for us if all adults on the trip had name stickers on.

What is physical access like on your sites?

	Mobility/ Wheelchair Access	Parking for SEND minibus
Brighton Museum	Fully accessible 1 lift	Yes. Book in advance as it will depend on availability. let us know registration number.
Royal Pavilion	Only accessible on ground floor	Yes. Book in advance as it will depend on availability. let us know registration number.
Hove Museum	Fully accessible 1 lift	Yes. No need to book.
Booth Museum	Only via rear entrance	There is no parking available only street parking opposite.
Preston Manor	Only to ground floor and basement 1 wheelchair lift	Yes. No need to book.