

# Jersey Heritage

## Access Policy

Approved by Jersey Heritage Board 23 March 2021

### 1. OPENING STATEMENT

1.1. Jersey Heritage is committed to providing its visitors, users and staff with the greatest possible safe physical, intellectual, social, geographical, emotional and financial access to the material it holds in fulfilment of its purpose to use and interpret this material for public benefit.<sup>1</sup>

1.2. We will make our collections, buildings and knowledge accessible by removing as many physical, intellectual or cultural barriers to access as practicable within the limits of budgetary, legal and planning considerations and the constraints of historic buildings.

1.3. We are committed to developing a programme of activities and events that seek to involve, educate and engage groups from all ages and backgrounds.

### 2. SUMMARY

2.1. Physical Access. We aim to maintain facilities that are as physically accessible as possible.

2.2. Intellectual Access. We aim to provide information in as wide a range of formats as appropriate to the needs of our visitors and users.

2.3. Emotional Access. We aim to provide an excellent standard of customer care so that all our visitors and users feel welcome when visiting our sites and using our services and facilities. We will include an appropriate consideration of current public sensibilities.

2.4. Financial Access. We aim to keep our charges as competitive as possible to ensure that as many people as possible are able to access our sites and services.

### 3. ACCESS ASSESSMENT AND ACTION PLAN

3.1. Jersey Heritage is subject to periodic access audits and maintains an access action plan that sets out the work required to improve access by removing barriers identified by audit and customer feedback. Implementation of the action plan is monitored by the Senior Management Team.

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<sup>1</sup> Jersey Heritage's full purpose is: "Jersey's heritage and culture are special. The purpose of the Jersey Heritage Trust is to care for it, to promote wide access to it, act as an advocate on its behalf and bring imagination to telling its stories *so that it inspires people to create a better island for everyone.*"

#### **4. CONSULTATION AND AUDIENCES**

4.1. Jersey Heritage is committed to developing and widening its audiences through implementation of its Heritage Connects Plan. We will regularly consult and evaluate our services with visitors and users and use this information to ensure our services meet their needs. We will endeavour to consult with non-users to identify barriers to participation. We will keep ourselves informed about research in heritage use and non-use.

4.2. We aim to engage with the local community, especially in partnership with others, in order to establish new links and develop existing ones. We maintain outreach options for those who are unable to visit our sites, for example, in schools and community venues.

4.3. We are committed to providing volunteer opportunities and welcome volunteers from diverse backgrounds. The recruitment and management of volunteers is guided by Jersey Heritage Volunteer Policy.

#### **5. PREMISES**

5.1. Information for potential visitors and users explaining our opening times, services and access to the collections is available on leaflets, by telephone, via e-mail and on our website.

#### **6. COLLECTIONS**

6.1. The Jersey Heritage Collections Access Policy describes the ways in which access to the collections is provided.

#### **7. INFORMATION**

7.1. The needs of visitors and users are taken into account when preparing and presenting collections, information and interpretation at our sites and online. In particular, we aim to provide levels of information and interpretation to suit a range of audiences and abilities.

7.2. We will ensure that all information and communications (including leaflets, labels and website) follow good practice and recognised heritage sector guidelines for text and style. Information on displays will be provided in a range of formats, for example, labels, graphics, film, interactive and audio, as resources allow.

7.3 We will follow JH Standards of Display which set out minimum requirements to make displays physically and intellectually accessible.

7.4. We aim to keep the public informed of our collections, temporary displays and events through appropriate publicity and marketing including on-line. Images and/or descriptions of our sites will be in a form appropriate to our users.

#### **8. LEARNING AND PROGRAMMING**

8.1. We will provide learning and interpretative programmes that are tailored to the needs and requirements of specific groups with a wide range of different abilities and learning

styles. We will use a range of suitable objects and materials drawn from our collections. More information can be obtained by referring to our Heritage Connects plan.

## **9. CUSTOMER CARE**

9.1. We are committed to providing a safe environment for all. We have plans for the safe evacuation of visitors, users and staff in an emergency on all of our sites. We also have policies in place for safe-guarding children.

9.2. Our staff members are trained to give priority to 'customer care'. In particular, all visitors and users will be treated with equal respect within an inclusive atmosphere and welcomed according to their individual needs.

9.3. We provide visitor facilities to meet our customers' needs within the constraints of our historic sites.

## **10. STAFF AND TRAINING**

10.1. We are an equal opportunities employer. All people will receive equal opportunities in recruitment, employment and training. As part of our induction process, new staff will receive training in areas of awareness appropriate to their roles and needs. They will also receive disability awareness training, including addressing the needs of visitors and users with specific requirements and assisting those with disabilities during emergency evacuation.

## **11. FINANCIAL**

11.1. We charge for entrance to our historic visitor attractions. Concessions are available and we run a membership scheme which gives excellent value for regular visitors to our sites. The Jersey Heritage Board decides on any specific groups who are given free access to our sites.

11.2. Normal entrance to Jersey Archive is free of charge.

11.3. We manage several historic forts, towers and properties under a heritage lets scheme which generates income for the long-term preservation of the sites. This scheme allows individuals to rent the heritage lets at a charge but is also committed to occasional free access to the properties. Income from the scheme finances conservation of free to access sites.

11.4. We promote physical and intellectual access to free to access historic sites in Jersey.

11.5. We charge for carrying out research on behalf of members of the public at rates advertised.

11.6. Volunteers should not be deterred from offering their services because they feel that they cannot afford to volunteer. The Jersey Heritage Volunteer Policy sets out the circumstances in which 'out of pocket' expenses may be recovered.