

## Access Statement

### The Heritage Centre at Bellingham, Northumberland

#### Introduction

The Heritage Centre is located close to the centre of Bellingham village. It is on an elevated site with a gradual approach which is accessible by powered wheelchairs. We have been members of VAQAS for a number of years. We have two designated Blue Badge free parking spaces as well as other free car and coach parking.

- The Heritage Centre is fully accessible by people in wheelchairs.
- We have changing facilities for babies.
- We have public toilets including one suitable for people using wheelchairs.
- We provide a portable hearing loop.
- Many of our exhibits may be touched or handled and there are a variety of interactive things for visitors to play/operate.
- We provide a large print guide to the collections and layout.
- We have seats in most of the display areas.
- Our volunteers will be pleased to assist.

We look forward to welcoming you. If you have any queries or require any assistance please phone (01434) 220 616 or email [info@bellingham-heritage.org.uk](mailto:info@bellingham-heritage.org.uk).



The Heritage Centre and TIC

## Pre-Arrival

- The nearest railway station is Hexham (17 miles).
- The taxi rank at the station includes an accessible taxi service.
- Bellingham is served by the 880 bus service (excl Sundays and Bank Holidays). (see attached timetable).
- The nearest bus stop is beside The Co-op Shop (300 metres).
- The paved footpath from the village main street to the Heritage Centre is suitable for powered wheelchairs.



Top: looking back to the main street.

Bottom: final approach to the Heritage Centre and TIC

## Car Parking and Arrival

- On-site parking includes two Blue Badge spaces within 10m of the main entrance.



The car park surface is smooth tarmac with a very gentle slope up to the entrance. Drop-off point is close to main entrance.



The front door opens out. There is a low-level bell if the door is shut.

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

- The main entrance and ticket areas are situated on the ground floor with step-free, level access throughout.
- There is limited seating in this area.
- The floor surface is short-piled carpeting.
- The area is evenly and well lit with overhead lighting from fluorescent lights and significant natural light.
- The entrance foyer also houses the Tourism Information Centre and shop.
- The TIC handles admissions (and sales) for the Heritage Centre.
- The TIC front desk/cashier point is open-fronted and accessible.
- The toilets and 'baby-changing' facilities are also in this area.

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

- The Heritage Centre has a guide on duty immediately inside the museum.
- A large print guide to the collections and museum is available.
- A portable hearing loop is available.
- All exhibits and displays have large format illustrated signs and storyboards (see picture overleaf).
- Many exhibits may be touched or handled and are within easy reach of people using wheelchairs (see picture overleaf).
- There is plenty of seating throughout the museum.



A sample display

- We have videos, oral history recordings and an interactive map of Border Reiver names for visitors to use. All push-button devices and video gizmos are accessible to people using wheelchairs.
- Our volunteers are happy to assist if required.

### **Public Toilets**

- Toilets are located in the TIC main reception area immediately inside the main entrance.
- One is suitable for people using wheelchairs.
- We also have 'baby-changing' facilities.

### **Shop(s)**

- There are some books for sale in the museum, near the entry door, but the main shop is in the TIC main reception area where all purchases may be paid for.

### **Additional Information**

- Some volunteers have received 'Welcome All' training.

## Future Plans

- We are currently converting two railway coaches for use as education/ exhibition space and a tea room. They will be fully accessible by people using wheelchairs with access via the old railway station platform and ramp.

## Contact Information

Address (Inc postcode): The Heritage Centre at Bellingham Station Yard,  
Woodburn Road, Bellingham, Northumberland, NE48 2DF

Telephone:(01434) 220 050 or TIC: 220 616.

Email: [info@bellingham-heritage.org.uk](mailto:info@bellingham-heritage.org.uk)

Website: [www.bellingham-heritage.org.uk](http://www.bellingham-heritage.org.uk)

Grid Reference: NZ839835 (Sheet OL42)

Opening Times: Mon - Sat 09.30 – 16.30; Sun 10.30 – 15.30 (Summer)  
Mon/Wed/Fri 10.00 – 15.00 (Winter)

Local Accessible Taxi: Bellingham Taxis: (01434) 220570 or 07815503927  
North Tyne Taxis: (01434) 220839 or 07969372161

Accessible Transport: [www.adapt-ne.org.uk/](http://www.adapt-ne.org.uk/)

Public Transport <http://www.northumberland.gov.uk/default.aspx?page=4194>

Route 714 Gateshead and Newcastle - Otterburn, Bellingham, Kielder

Route 880 Hexham to Bellingham and Kielder