



TNMoC Access Policy

1. Purpose

The purpose of this policy is to set out TNMoC's commitment to maximising access to our Museum, and to identify ways in which we achieve this.

It covers five years, 2023-2028. It has the signed approval of the Board of Trustees. It will be formally reviewed in July 2028.

It is published online at our website <https://www.tnmoc.org/>

2. Our Commitment

We are committed to aiming to offer an inclusive service to all people and sectors of the community, for enjoyment of the collections and related services we provide. We recognise that there are barriers to access at all levels, but we are committed to making our activities as fully accessible as our resources allow, including access to premises, collections, information, and education, in order to meet our objectives of:

- establishing and maintaining a Museum for computing and its history for the benefit of the public;
- collecting, maintaining, restoring, interpreting, presenting and developing material relating to computing;
- promoting the study and practice of computing and its history, and advancing knowledge and education of computing for the benefit of the public;
- developing and sustaining activities to stimulate interest in computing and its history.

Our mission is to bring to life the history and ongoing development of computing for inspiration, research, learning and enjoyment for the benefit of general and specialist publics of all ages. We provide welcoming staff and learning opportunities for different audiences and different levels of ability. We have programmes to meet the needs of specific groups. We promote our collections and activities using accessible means of communication.

We comply with legal requirements including but not limited to the Equality Act 2010 and data protection legislation, and follow national standards, ethical codes and best practice guidelines relevant for our Museum.

We aim to make our collections accessible by removing as many barriers to access as practicable, within the limits of legal, budgetary and planning considerations. We pride ourselves on being a Museum for all.



3. Reducing barriers and ensuring equality of access

When we refer to “access” we mean the opportunity to engage with our premises, collections, content and expertise. To eliminate and reduce barriers to access and ensure equality of access we will consider the following aspects of accessibility to our services and collections:

- Functional and Physical: we aim to maintain premises and facilities that are as physically accessible as possible.
- Intellectual: we aim to provide information, programmes and services in a range of formats and styles appropriate to the needs of a wide range of visitors.
- Emotional / Attitudinal: we aim to provide a good standard of customer care to ensure that all visitors feel welcome and comfortable.
- Financial: we aim to keep charges competitive to ensure that as many people as possible can access our services.

4. Premises

The Museum is based on the Bletchley Park estate in H Block – in buildings originally erected during World War Two to house the Colossus cryptanalysis machines and thus probably the world’s first ‘computer suite’.

Management of the Bletchley Park estate itself resides with the Bletchley Park Trust who operate their own museum on another part of the estate, and who lease H Block to the Museum on a commercial basis.

The Museum is committed to providing access to our building and facilities as far as possible. However, there are some limitations due to the physical constraints of listed buildings and their maintenance.

Information for visitors on our opening times and days, services and access to the collections, is available on our website and through our social media channels, and we respond to enquiries by telephone and email within a reasonable time frame.

One of the aims in our Forward Plan is to make improvements to the external fabric and internal facilities of the Museum, which will facilitate access.

5. Collections

This Policy applies to information about the collections including the archives, in the care of the Museum. We are committed to create and maintain accurate collection management information in order to:

- establish accountability for the objects for which the Museum is responsible
- meet professional museum standards
- enable staff to look after the objects in the collections

- help staff to answer collection enquiries from other museums, researchers and the general public.
- The Museum is committed to increasing public access to the collections and information, and to increasing knowledge and understanding of the collections.
- As required by the Museums Accreditation standard, the Museum will maintain the primary procedures from Spectrum 5.1: the UK Collections Management Standard.
- One of the aims in our Forward Plan is to continue cataloguing as part of completing a full collections review and rationalisation project, and as a result of this, to make available an online catalogue for public use including high spec digital images.
- We will provide varied means of access and interpretation to the collections including permanent displays, temporary exhibitions, loans, events and activities, and virtual access and interpretation.
- The Senior Curator is responsible for balancing the provision of access against the appropriate care and management of the collections and of our listed premises.
- Volunteers and other trained and experienced staff are available in the Museum during opening hours and at other times by arrangement, for example for corporate tours and for special groups, to answer questions and give tours.
- The Museum welcomes visits to view items on display in galleries and exhibitions during opening hours.
- The Museum welcomes visits to view items that are not on display. To increase access to those Collections not on display and stored, we offer research facilities and availability to view by appointment with the Senior Curator.

6. Information

In preparing and presenting collections information and interpretation for our displays and organisation of exhibits in the galleries, exhibitions and online, and supporting information, our policy is to consider the differing needs of our visitors. One of our aims in our current Forward Plan is to make our information displays and online resources more accessible to all visitors: to provide levels of information and interpretation to suit a wide range of audiences, backgrounds and abilities, using a variety of interpretative methods.

- We will support our narratives by ensuring that we are placing each story in a context.
- To this end, the Museum will ensure that all information and communications (including leaflets, labels, blog, social media and website) follow good practice and guidelines as appropriate for text and style.
- The Museum aims to keep the public informed of its collections, temporary displays and events through appropriate publicity including its website and social media.
- English is the main language used and will continue to be the primary language used in the delivery of our services. English is the primary means of communication used in information technology and computing. However we consider how best to inform our visitors to the museum and to the website for whom English is not their primary language, engaging with them to find out how best to meet their needs. For example:
- We are developing our communications for the visually or aurally impaired:



- A sensory map is available at the website and as a laminated sheet o At the museum we are extending the hearing loop, Braille signage, digital displays.
- At the website, we are developing translations for virtual tours, e.g. Spanish, French, German, Polish,

We have welcomed numbers of visitors from many countries in Europe, as well as from Russia, USA, Japan, Singapore and Australia.

7. Education

- The Museum provides learning programmes that are tailored to the needs and requirements of specific target groups and audiences.
- Educational materials are made available for different audiences and abilities, as required and as resources allow.
- The Museum's educational offering follows current constructivist pedagogy and builds on our unique selling point as a 'working' museum, by offering accessible and inclusive education opportunities for all, with specific provisions for home educators, our neurodiverse community, young learners (6-11 years), Women in Tech and self-directed learners.
- Our Head of Learning is responsible for our learning programmes and educational materials, including mapping what we offer in our learning programmes alongside the National Curriculum; using exhibits in the Museum and new technologies to enhance the Learning Programme, with the aim of benefits for both existing and potential users.

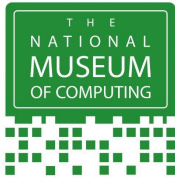
8. Customer care

- All visitors and users of the Museum are treated with equal respect within an inclusive atmosphere and welcomed according to their individual needs.
- The Museum is committed to providing a safe environment for all. This includes our Child and Vulnerable Adult Protection Policy, and Child and Vulnerable Adult Protection Procedures.

9. Consultation and audiences

The Museum is committed to understanding who its visitors and potential visitors are, so that we can meet their needs and provide access to collections and services.

- The Museum is committed to developing and diversifying its audiences through its Access Plan.
- We regularly consult and evaluate our services with users and use this information to ensure our services meet their needs, as outlined in our Access Plan.
- We will carry out consultations to identify barriers to participation and how to overcome these.



10. Identifying User Needs

The Museum Director is currently responsible for evaluating and analysing users' needs. One of the aims in our Forward Plan is to appoint an Events/ Marketing Manager, whose responsibilities will include: developing our existing user base, tracking, evaluating and analysing users' needs."

The ways in which we identify differing needs of our users, to enable delivery of our policy, include but are not limited to:

- Consideration of varied audience needs and learning styles in learning programme planning including formal learning
- Consideration of access issues, barriers and priorities at our site
- Regular consultation with our audiences and non-users to ensure the broadest possible access to our facilities, services and Collections
- Learning from various kinds of feedback, such as: from our visitors; from records of visitors, from social media
- Surveys from time to time including in-depth surveys by a Business School
- Formal and informal communication with our stakeholders, such as Volunteers, Supporters, Donors, Sponsors and Patrons
- Communications with other museums to discuss and establish best practice and their ideas.