

Amgueddfa Cymru
Parc Cathays, Caerdydd, CF10 3NP
Ffôn: 0300 111 2 333
Rydym yn croesawu gohebiaeth yn y Gymraeg.

National Museum Wales
Cathays Park, Cardiff, CF10 3NP,
Tel: 0300 111 2 333
We welcome correspondence in Welsh.

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amgueddfa
cymru

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24 July 2018

REQUEST FOR INFORMATION – *Information relating to disabled access to National Museum Cardiff*

Thank you for your request for information. As Museum Secretary for Amgueddfa Cymru - National Museum Wales ('the Museum'), I am responsible for responding to your request for information.

I refer to your email of 02 July 2018, in which you asked for the following information:

Under the legislation I would like to request information held relating to the disabled access to the National Museum and Galleries of Wales, Cardiff.

I request internal documents, including but not limited to emails, memos, papers etc. Specifically relating to -

Information held about the lift at the front entrance of the building which is currently broken and not in use.

Information held considering the repair of the lift and any decisions taken not to repair this.

Any internal information for museum staff regarding alternative arrangements to allow disabled visitors to enter the museum

I understand that the lift was installed some years ago and has never worked, therefore I am unable to provide a timescale on which to search for this information. It would be helpful if you could provide advice and assistance on this if you consider that this request is likely to be in excess of the cost limit.

Response

Our response is in two parts to reflect our desire to positively respond to your email, whilst at the same time noting our ability to respond to your request under the Freedom of Information Act 2000.

Is-Lywydd / Vice President Dr Carol Bell PhD, DLitt
Cyfarwyddwr Cyffredinol / Director General David Anderson OBE
Trysorydd / Treasurer Laurence Pavelin CBE FCA
Elusen Cofrestredig / Registered charity: 525774
Rhif TAW / VAT number: GB 783 4541 10
amgueddfa.cymru / museum.wales

Section 12 of the Act sets out the terms under which we might refuse a request. This is on the basis that 'deciding whether [we] hold the information would mean [we] exceed the cost limit, for example, because it would require an extensive search in a number of locations'. This is the case in relation to your request and therefore this letter acts as a Refusal Notice in respect of your request.

However, I hope the following statement helps provide some narrative context in response to the points you raise:

Please accept our apologies for the difficulties experienced when visiting us while the glass lift is out of order. Please let us reassure you that we are also extremely unhappy with the ongoing failure of the glass lift.

To provide some background information, as the Museum building is a Grade 1 listed building any amendments are subject to stringent building regulations. Our preferred option of installing a ramp was ruled out completely. After many, many years of negotiation we were at last given permission to install a self-operated glass lift in 2006. In order to comply with these Grade 1 listed building requirements, the lift had to be specifically designed for the space and meet strict design conditions. However, this long-awaited solution has caused us significant problems.

While the lift was a very welcome introduction, being specifically designed also means the lift requires specialist parts. These parts are not readily available and have to be sourced from manufacturers and are produced to order. This inevitably means that the repairs aren't a simple and quick matter. With each breakdown contractors are called out a number of times, parts are ordered and then produced while we await the lift's repair.

Our difficulties are compounded by some users pulling on the doors to try and make them close quicker which unfortunately breaks the mechanism. The doors have to close slowly to ensure users have plenty of time to enter or exit the lift. We have added signage to the lift to try and prevent this.

There is an alternative 'staffed' lift and this is mentioned on the access pages of our website: <https://museum.wales/cardiff/visit/access/#mobility> In addition, a sign is posted on the broken lift directing people to the alternative. The gate to the alternative lift also has a wheelchair access sign. Unfortunately, between the weather and vandalism they sometimes go missing and following your communication we will ensure that any missing signage is replaced. While it unfortunately cannot change your experience on the day, we hope this information will be helpful for future visits.

Your request was considered according to the principles set out in the National Assembly's Code of Practice on Public Access to Information:
http://www.assembly.wales/en/abthome/about_us-commission_assembly_administration/abt-foi/Pages/abt-foi-cop-pub.aspx

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Director Finance and Corporate Resources at the following address:

Mr. Neil Wicks
Director of Finance and Corporate Resources
Amgueddfa Cymru – National Museum Wales
Cathays Park
Cardiff
CF10 3NP

Internal review requests should be submitted within two months of the date of receipt of the response to your original letter.

You also have the right to complain to the Information Commissioner's Office (ICO) if you are not content with the outcome of your complaint or review. Generally, the ICO will not make a decision unless you have exhausted the complaints procedure provided by the Museum.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any further queries or concerns then please contact me via my email address.

Yours sincerely

Elaine Cabuts
Museum Secretary