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Cadw Access Strategy for Monuments in State Care

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Executive Summary

This document explains Cadw's strategy for fulfilling its duties under the Access to Information Act and the Access to Information Act of historic properties — ancient monuments, archaeological sites and historic buildings — under the Access to Information Act for Wales. However, it also takes into account the duties placed on Cadw by the Access to Information Act in carrying out their functions, which are to be introduced by the Disability Discrimination Act 1995. The Access to Information Act, Disability Equality Scheme, as described by the Disability Discrimination

Almost all the ancient structures Cadw presents to the public are ruins. Other services, such as a bank in a historic building. The service being presentation and interpretation.

The strategy is in two parts: Part One describes Cadw and the service Act 1995 and other legislation under which Cadw operates. It continues management practices which frequently prevent people with impairments notes a few types of impairments. Part Two explains Cadw's response timetables, access assessments and audits. These latter sections will be

The strategy is intended to be a dynamic document and the assumptions continuously reconsidered in the light of developing knowledge and expert technologies will be constantly assessed for their suitability in contributing

A full review of the strategy will be undertaken every two years, though when they become available. The strategy has been written after consultation Disability Wales, and their comments incorporated. As it is a 'live' document contributions for consideration are welcomed.

The action that will result as a consequence of this strategy has been required by National Assembly guidance, and is regarded as having a positive that will visit the monuments as a result of the access improvements made

Under the Assembly Government's Welsh Language Scheme this is a text to translate it into Welsh. However, this Executive Summary is available in electronic format as a Word 97 document.

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Part One

1.1 Introduction to the Strategy

This document is a summary of Cadw's approach to providing and improving the care of the National Assembly for Wales. It is a positive step in demonstrating and putting this at the heart of Cadw's activities.

It is an internal policy and procedures document intended for use by all to access and interpretation of ancient structures. It will be used by staff provide services from Cadw sites. It will also be published on Cadw's website.

Though not intended for use outside Cadw, it will be freely available. Other authority access officers, disability access groups and other disabled people

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1.2 Introduction to Cadw

1.2.1 What is Cadw?

Cadw is the division within the Welsh Assembly Government which carries responsibilities for protecting, conserving and promoting an appreciation of

Cadw, on behalf of the Assembly Government, assesses ancient monuments and gives them statutory protection. It is also directly responsible for management and care of the state and there are a further 3,760 scheduled ancient monuments for scheduled monument consent for any works required or desired to be carried out more fully in 1.2.3).

Of the 128 Cadw sites open to the public, 22 are staffed and the remaining figures for attendance are available for open sites but there were 1.2 million in 2004–5. Free admission is offered to persons who consider themselves disabled. Free admissions in 2004–5 under this scheme was 2,881 disabled persons. The number of visitors.

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1.2.2 Welsh Assembly Government

Cadw, as part of the Welsh Assembly Government, is fully committed to equality in Wales and all its constituent parts are committed to mainstreaming the equality practices. The models of disability are described in 1.3.2 below.

The duty to promote equality of opportunity for all was placed on the National Assembly for Wales by the Government of Wales Act 1998. Because the duty is non-prescriptive

statutory requirements placed on other UK legislatures and applies to all states:

(1) The Assembly shall make appropriate arrangements with a view to ensuring regard to the principle that there should be equality of opportunity for all shall publish a report containing: (a) a statement on the arrangements made during that financial year, and (b) an assessment of how effective those arrangements are in promoting equality of opportunity.

Section 48 states that the Assembly shall make appropriate arrangements conducted with due regard to the principle that there should be equality of opportunity.

This strategy is intended to fulfil Cadw's element of the duty placed in (1) the information is included in the report noted in (2).

Furthermore, public authorities are subject to an ever-increasing range of duties are the Race Equality Duty, the Disability Equality Duty (which becomes operational in April 2007). The Welsh Assembly is subject to these duties.

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1.2.3 Duties under the Disability Discrimination Acts

The Disability Discrimination Act 1995 (henceforth referred to as the DDA) states that where one arising from the design or construction of a building or the approach to a service is unreasonably difficult for disabled persons to make use of a service, it is the duty of the provider to take such steps as it is reasonable, in all the circumstances of the case, to:

- remove that feature;
- alter it so that it no longer has that effect;
- provide a reasonable means of avoiding the feature;
- or provide a reasonable alternative method of making the service in question available.

These options are not hierarchical and any suitable solution could be chosen.

In addition to the physical premises, if a provider of services has a practice which is unreasonably difficult for disabled persons to make use of a service which is available to other members of the public, it is his duty to take such steps as it is reasonable to take to avoid that practice.

practice, policy or procedure, so that it no longer has that effect.

In April 2005 the new Disability Discrimination Act 2005 received royal assent and introduced a new positive duty on public bodies to promote equality of opportunity for disabled persons, in carrying out their functions, to have due regard to the needs of disabled persons.

- Promote equal opportunities;
- Eliminate unlawful discrimination;
- Eliminate disability-related harassment;
- Promote positive attitudes towards disabled persons;
- Encourage participation by disabled persons in public life.

These duties can be summarized by public bodies taking the lead in closing the gap between disabled persons' experiences and opportunities. The duty will be geared towards ensuring that disabled persons do not go unheard and unactioned.

A fundamental precept is the involvement of disabled persons in the creation of access groups or disability officers but also with the disabled users of the services. It is restating that alterations to improve access must be suitable for the purpose intended. The users of the improvements themselves are the best judges of their effectiveness.

A specific duty under the new act is for public bodies to produce a clear Disability Equality Scheme by December 2006. This is to be an organization's Disability Equality Scheme, detailing what is being done for disabled persons, how disabled persons have been involved in the development of the scheme, success and how they will incorporate feedback into a revised scheme. Cadw has its own Disability Equality Scheme. However, the principles of this new duty apply to all public bodies.

[Back to top](#) **1.2.4 The Nature of the Service Provided**

The services to the public Cadw provides from its monuments in care can be said to fulfil, indeed the statutory duty, is to protect the built heritage of Wales and to make it available for the care to the public. It has neither duty nor remit to present or improve any other service to a third party.

As Cadw's role is protecting ancient monuments and presenting those for the public, the appearance of the monuments and the visitors' experience is of more significance than at sites the service is the monument itself whereas in a bank, for example,

an historic building.

Secondary services are provided in Cadw's staffed sites, such as ticketing and straightforward services provided to the public, covered by the DDA, and the maintenance of facilities and practices and to the fabric of modern structures to ensure these facilities are accessible.

Cadw does not offer guided tours at any site. However, it does allow third parties to offer guided tours. For example, at Caernarfon and Conwy there are established companies that offer guided tours. It is therefore the responsibility of the respective service providers. However, where the needs of disabled visitors are properly considered, Cadw has established that most operators should provide sign-language interpreters, though for most sites these must be requested in advance. This facility is included in the operators' promotional literature.

[Back to top](#) **1.2.5 Access and Scheduled Ancient Monuments**

Cadw's twin roles of providing access to its monuments and ensuring the preservation of their character. What can reasonably be done to improve access are often matters of fine balance between the need to improve access to more modern constructions and it is rarely contentious to upgrade modern buildings. Work to modern buildings will be a priority, while any work to the monuments themselves will need to be carefully balanced between preserving the structure and improving access.

With this in mind, and accepting that the DDA does not require service providers to be accessible as a business, all adjustments to improve access will be judged against both the need to improve access and the effect on the character and appearance of the ancient monument. There will be cases where access improvement is unsuitable because it will be too damaging to the character of the monument.

Most of Cadw's sites are in various stages of ruin and many, for example, have poor access. Features such as steep or uneven staircases, high thresholds and narrow passages are common. These are usually original fabric and as such are part of the archaeological interest of the site. The character of a site, such as the dark, narrow and uneven corridors within a ruin, is an important part of the reason for visiting it. It is not possible to level, widen and illuminate such corridors, the destruction to the character of the site would be too great.

However, Cadw will continue to explore ways in which reasonable adjustments can be made to improve access through management procedures to benefit disabled visitors. Many original features can be modified to overcome obstacles and others can be modified to improve access. However, it is important to accept that it is unlikely that every part of every ancient monument can be made accessible.

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1.2.6 Design

Cadw's fundamental approach to the ancient monuments in its care is to show as much of the original masonry as possible. Any intervention, even considered against these presumptions and works affecting the monument.

It is important that any modern features, such as a new ramp or bridge, do not detract from the visitors' experience. New features should complement the monument from the original structure. Where a new building, intervention or improvement is required, it should be of a high standard and build quality, with the adventurous use of new materials or structural techniques.

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1.2.7 Current Initiatives

In January 2001 Cadw produced a 'Guide for Disabled Visitors'. This is a guide to the situation in many of its major sites. It neither encourages nor discourages disabled visitors, but tells what they can expect to find if they do decide to visit. It is available at C

In 2002 Cadw published 'Overcoming the Barriers', a practical guide to access for visitors and owners. It was well received by the public and disability organizations. As more information from the evolving disability field becomes available.

In 2004 Cadw formed an Access Steering Group comprising members from across the organization and Cadw's Access Consultant. This group creates initiatives and circulates them throughout the organization.

During 2005 Cadw's custodians prepared lists of known obstacles and access issues. These will be used as part of the prioritization process and also feed into the Access Steering Group.

Disability issues are now actively considered in all areas of work throughout the organization. We now consider the impact of their decisions on access and the regular monitoring of other aspects and activities within Cadw.

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1.2.8 The Access Strategy

A principal recommendation from the Access Steering Group is that Cadw reform to its commitment to access. It will be a dynamic document, able to adapt as circumstances change. Such updates could incorporate new information or developments in Assembly policy or any other item or fact relevant to access.

Cadw has also incorporated the Public Sector Duty into this strategy.

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1.3 Introduction to the DDA

1.3.1 General

The following is a digest of the acts for the purpose of introducing the DDA as an authoritative guide to the acts and should not be read as a legal interpretation.

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1.3.2 Models of Disability

There are currently two ways to think about disability. The medical model focuses on the individual, while the social model deals with the environment. In Britain, the medical model has been in decline since the 1970s.

The medical model of disability asserts that people with disabilities should be helped, for example, being given equipment or even undergoing surgery. By working with the medical profession hoped to enable them to participate more fully in society. This model has been supplanted by the social model of disability. This argues that a person is disabled not because of their impairment compared to the majority of people. This impairment is not of itself a disability but is caused by attitudinal, environmental or organizational barriers that lead the impairment to be a disability.

The social model of disability contends that the barriers that exclude disabled people are the result of the way the social and built environments are constructed, and not just being the result of individual impairments. This model contrasts with the medical model, which focuses on physical, sensory, or learning impairments, or mental health issues. It argues that people are excluded from social, economic, cultural, and political activities because of these barriers.

activities have not acknowledged personal requirements resulting from i

In January 2002 the National Assembly for Wales agreed to mainstream practices and procedures. This strategy therefore focuses on the barriers people from having equality of opportunity in their experience of ancient

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1.3.3 Ambits of the Statutes

The DDA The Disability Discrimination Act 1995 places a duty on service based on a person's disability in the way they provide their services. It refer to buildings, though services are of course usually provided from b made accessible by removing, avoiding or adapting any physical barrier other way (see 1.1.3 above).

The DDA is an enabling act, not a prescriptive one. Compliance with the improve access in the spirit of ensuring equality of opportunity throughout Code of Practice have been produced to assist designing alterations an

Cadw recognizes that carrying out access improvements noted in audits the DDA. It may be possible that, despite making all the improvements l or combination of disabilities may be unable to gain access. If that perso look at the reasonableness of the actions taken by the service provider

Action under the DDA can be taken by an individual only if they feel the by a service provider. It is not available for third party action, such as ca

The Ancient Monuments and Archaeological Areas Act 1979

This is intended to preserve scheduled ancient monuments in perpetuity possible in its present state. Any interventions, including ramps, handra should be removable, unobtrusive and in-character with the monument. forming new openings, could be considered only in very exceptional circ definitive of the monument type; for example, in an abbey there is always Interventions to provide access in such areas must preserve both the fa be 'read' correctly.

All owners of scheduled ancient monuments must obtain consent from (

repair. Cadw, being a government body, has 'deemed consent' for work on a monument is also a building of special architectural or historical interest. Monument consent takes precedence and overrides the need for listed building consent if necessary and the works must be the minimum required.

Cadw seeks to provide an example to private owners in works to ancient monuments. The same evaluation process is followed as for a private application.

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1.3.4 Duties under the Disability Discrimination Act 1995

The DDA placed duties on service providers, introduced in three stages:

- December 1996 it has been unlawful to treat disabled persons less favourably than non-disabled persons;
- October 1999 a service provider has had to make 'reasonable adjustments' to help or making changes to the way services are delivered;
- October 2004 other 'reasonable adjustments' to the physical features of buildings to remove barriers to access.

There are two major sections of the DDA relevant to Cadw's activities. Part III, which deals with alterations, both physical works and changes to premises. An employer is not required to improve access to the parts of the building that are used by disabled staff. If a disabled person is employed, reasonable adjustments must be made to enable them to perform their tasks without encumbrance. There is no requirement to make adjustments for people with a disability.

The focus of the DDA is on access to the service, not necessarily the building itself, but for alternative ways of gaining access to the service. The ideal objective is to provide access in an identical fashion. If that is not possible, arrangements might be made to provide access in a different way. There will probably always be areas of monuments that cannot be made accessible. For example, fabric, for example, castle turrets ascended by narrow spiral staircases. For a monument, alternative means of presenting these areas could be explored. Any such exhibitions will, of course, be in a fully accessible format.

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1.3.5 Restricting Public Access

Cadw intends to improve access to all its monuments over the coming years.

or not, are tested for their effect on access. However, it is likely that their access will remain difficult. However, Cadw is not considering closing paths that are more accessible.

This option seems to stem from the fact that the DDA is not a disability act and Cadw might withdraw a service, such as a toilet, rather than making it accessible if it is discriminatory.

Cadw has rejected this approach because Cadw wishes to ensure its sites are accessible now and is committed to increasing, not reducing, the areas open to the public. It is particularly difficult to adapt to make access easier, other ways of gaining access, such as audio models and interactive virtual access (1.4.3).

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1.3.6 Staff Training

One of the less obvious ways that disabled persons can be discriminated against is through assumptions about their requirements and abilities. Cadw is legally liable for staff charged with tasks on Cadw's premises who come into contact with the public and others of their obligations: for example, grounds maintenance contractors. Cadw's commitment to equality through a new standard contract clause requiring contractors to be committed to equality.

All Cadw staff — management, administrative, professionals and custodians — receive, in addition to information on general equality issues. Custodians and staff receive further disability equality training, including how to greet and offer assistance to visitors on induction loops. The awareness of discrimination on the basis of disability has been adopted as a central part of all Cadw's activities and Cadw is implementing policies and procedures. A positive change that Cadw has introduced is the inclusion of their companions. Though the scheme itself has been running for many years, it is whether a visitor was eligible for free entry. Staff now are required not to discriminate on impairments: the current system merely displays the tariffs and the response is to be disabled and eligible for free entry.

Cadw is also including 'considerate contractor' clauses for any third party work on maintenance or physical conservation or repair. Though responsibility for access is Cadw's, Cadw wishes to ensure that access to its sites is not compromised by the work.

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1.4 Types of Disability

1.4.1 Physical Access

The following is an introduction to the types of impairments that people can be disabled by. It must also be remembered that many improvements in public, for example, people with children in prams or buggies, the elderly, etc. All dimensions are in millimetres unless stated otherwise and are taken from the Regulations and British Standard 8300:2001 — The Design of Buildings and their Access for Disabled People.

Impaired mobility

Ramps Though a small percentage of disabled persons regularly use wheelchairs, access for wheelchairs are frequently the most difficult to achieve. However, ramps: overcoming steps assists all wheeled traffic, such as children's buggies, even, on open landscaped sites, builders' or gardeners' wheelbarrows. A ramp benefits all visitors and could reduce the service provider's potential for a ramp steeper than 1:12 and shallower if possible: a ramp of 1:20 is regarded as a minimum requirement for handrails etc.

Steps Some ambulant disabled persons find ramps difficult to use so steps on the sides and rear of open-tread flights should have small upstands to prevent slipping. Nosings should be colour differentiated and approaches to steps should be marked. A surface for changes in level is 'corduroy', described in detail in Approved Document M.

Surfaces Flooring and surfaces in ancient monuments can be varied. From close cropped lawns to rough meadow. Grass is also used 'inside' roofed paths in the wards of castles. It is impractical as well as undesirable to remove grass from an ancient site. However, Cadw is experimenting with close-cropping and mowing sites. These paths will be discernible from the surrounding longer grass. This is a mobility impairment.

Gravel is also commonly used as a flooring and path material as it blends in with the landscape, is able to curve and rise according to the terrain. It is always in the form of a surface when well compacted, though some surface looseness is inevitable. It is

thresholds, and can be liable to form puddles, but these are regularly re

Flags or flagstones are large stone slabs, usually with a riven surface, fr
well laid, their minor unevenness does not cause significant difficulties o

Cobbles present a serious access challenge as they can be uneven und
difficult for wheelchairs: the vibration can be painful for those with spina
pushing wheelchairs. However, they are a historic surface and many ori
Original examples cannot be removed but can sometimes be improved
pointing. It is also possible to lay a flagged path in a complementary ma
area.

Where accessible paths are not on the obvious desire-line in order to be
visitors or their location.

Decks and bridges These are frequently encountered in Cadw's estate i
are sometimes metal but more usually boarded in timber, usually oak. H
though not by the rain itself but by growth on the surface. Almost all boa
direction of travel, which is the preferred orientation, but many boards a
wheel (should a wheelchair user turn sideways, perhaps to enjoy a view
disturbance for those with cognitive impairment as they can see the gro
addressed by relaying the boards, inserting additional timbers or overlay

Handrails All flights of steps and some ramps should have handrails tha
diameter is preferred, ideally in timber as this is warm to the touch and h
providing unobtrusive access in historic buildings or ancient monuments
bar is commonly used and, whilst not ideal, can be grasped by most peo
and this is effective if sufficiently restrained so it does not permit too mu
background and should extend 300 beyond the final step wherever such

Fittings and furniture Counters and display racks should be useable by s
use by standing visitors is between 950mm and 1100mm and, where po
high. There should be sufficient room to manoeuvre a wheelchair among
obstructions such as billboards or temporary storage. Furniture should b
could be hazardous.

Toilet facilities Where these facilities exist at least one cubicle should b
accessible cubicles required is proportionate to the number of people us

layout are detailed in Approved Document M of the Building Regulations. Visible fire alarms, as well as a way of calling help in an emergency (usually a fire alarm call point), are also required.

Impaired sight

Colour contrast Important features of buildings, such as door handles, handrails, and signs, should have sufficient contrast with the background for visually impaired persons to see them. This should be high-visibility or luminescent colours: sufficient contrast can be achieved by using high-contrast colours. It would not normally suggest such contrast be applied to features such as architectural details of the character of a monument.

Reflectivity Reflective surfaces, particularly flooring, can be very distracting. Information panels should be designed to be read from a distance or eliminated.

Lighting Good, but not necessarily bright, light levels should be used. Avoid areas with differing light levels, a transition zone between a brightly lit and darker area should be arranged so as not to dazzle visitors and 'pools' of darkness should be avoided. Backlit by either lights or windows as this can impair lip-reading, though this is not always possible.

Tactile surfaces These provide warnings of hazards: 'blister' paving is used to denote steps or changes in level. These conventions are not interchangeable.

Boundaries It is useful to know the boundaries of the room but it is rare to have a tactile boundary. An alternative is to use the ceiling: this should contrast with the walls or any other surface. It should be possible to interpret the area of ceiling despite any high level of contrast.

Floor patterning Strong stripes, whether regular or a single stripe, can mark the edges of steps. This is particularly dangerous where there actually are steps, as the stripes might not be apparent. This problem is particularly common with decking. Avoid stripes, such as by railings or contrasting nosings.

Impaired hearing

Induction loops These assist people with hearing aids to filter out ambient noise. They use a microphone, and turn it into a radio signal received directly by the hearing aid. They are most useful where background noise levels are low. There are also issues of privacy as the

range.

Loops can be built-in as part of construction or refit or can be portable but necessary. A room-size loop covers the entire space, and so is vital for a portable loop is very focussed with a range of just a few metres, making

All staffed monuments now have a portable induction loop at the counter.

Alarms Fire alarms should be visual as well as aural: red flashing lights and alarms, including toilet cubicles. However, in some very small visitor centres marshalling visitors without extensive alarms.

Some toilet facilities have been exempted a fire alarm by the fire authority. In such cases the provision of alarms should be considered on the merits of

Tactile warnings People who lip-read have to concentrate on the face of the speaker to give their full attention to the ground when walking. Colour contrast and hearing impairments as well as visual impairments. However, care must be taken from a historic floor surface or any colour contrast dominate the space.

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1.4.2 Intellectual Access

General Cadw has always sought to improve intellectual access to its sites and awards for their clarity and comprehensiveness and installs clear interpretation. Sites were not designed with access in mind.

For example, the design of the display boards can cause them to be in the background, such as use of a watermark illustration, or insufficient contrast. Care needs to be taken to ensure that bilingual English and Welsh texts are clear and not introducing or implying any hierarchy between them.

Cognitive impairment Some visitors will not be able to read signs or understand cognitive impairment but others may simply be overseas visitors with an accent. Clear plain language and graphical signage wherever possible will assist these

Cadw has long sought to use clear plain language in its guidebooks and cannot be simplified further due to the very nature of the information they

introduce.

Many people with cognitive impairment appreciate glossaries so they can understand terms encountered in the text. Cadw guidebooks have not deliberately included glossaries, but are obliged to flick back and forth through a book to understand it. New terms and phrases in this presents problems to people who might read a book in a less linear fashion. Cadw will produce a standard glossary to be inserted into each guidebook so it can be used by the purchaser. This glossary will also be available on the Cadw website.

Pre-visit information Cadw has produced an access guide for all the monuments, detailing gradients or other obstacles. This is available on request from Cadw sites.

Cadw also produces leaflets for groups that explain the safety implications of visiting a site, access information, for example, showing routes without steps or circular routes. These are standard and large print on request. They will also be published on the website.

Contact details All Cadw promotional leaflets and information leaflets have only an address, which may disadvantage people who find writing difficult.

Cadw's publications will now include comprehensive contact details for each site, which might assist their visit before they arrive at a site. This will include a telephone number, which many with hearing difficulties use as a substitute for the telephone.

Guidebooks Cadw's guidebooks explain the history, development and description of a site, accompany a visitor around the site and a comprehensive souvenir. As they are considered 'manufactured objects' under the DDA and are therefore not covered by the Act.

Nevertheless, Cadw is striving to achieve accessibility in all its activities, including its guidebooks. For selected monuments Cadw will supply enlarged versions of its guidebooks at the same cost as the standard copy. These will normally be available from the monuments buildings visited in order to gain access to a service, accurate directional information is important for people for whom mobility is an effort so they do not become lost. At a monument, the building itself is the service provided so wayfinding is particularly important. A visit is to wander and explore. However, people with mobility impairment can be helped to enable them to see the sights in the most efficient way, ideally in circular routes.

Some sites are characterized by their openness, and upstanding directional signs. At monuments, plans marked with accessible routes could be available on request.

Every Cadw monument will have a simple A4 leaflet showing, for example, a recommended route. Though it is not a recommended route it will show a route that avoids the most difficult terrain to negotiate.

Directional signs and warning signs Many people are confused by complex signs. If a sign to use it has failed in its primary purpose and in extreme cases this can be dangerous for people. Problems can be divided into three categories:

Design Text-based signs presuppose visitors can discern the text and graphics. Graphical signs are preferred, which would also assist visitors from text-based signs in collaboration with the Health and Safety Executive which advise on signs with initial capitals because many people with visual impairment cannot read them. Differences obliterated WHEN THE WORDS ARE CAPITALISED (see case).

Siting Some problems affect everyone, such as information panels reflected in water or signs being sited near steps or other hazards that might cause a visitor to miss the sign. Other problems affect seated visitors, such as an information panel or interpretative material may have a low priority in display space and poor accessibility to some disabled persons.

Materials Signs at Cadw sites have to be tough to survive weather, wear and tear but signs should always be matt and non-reflective to be easy to read. They should have good contrast with the background and Cadw's standard burgundy text provides good contrast against most backgrounds.

Interpretation boards Many of the above points are also applicable to the interpretation boards at its sites to explain what the visitor is experiencing. However, the boards can be too small, large, badly located or too numerous. Cadw is preparing specific guidance based on the RNIB's publication 'Make it Accessible' (RNIB Cymru 2004).

These are also specific access aspects with interpretation boards:

Font size They usually incorporate graphics or photographs which, together with captions or legends. Such signs are already very full due to the information they convey and font size increased wherever possible.

Watermarks Some older boards have a 'watermark' drawing of the site which can conflict with the clarity of the text and graphics and is not recommended. Where the superimposed illustration is very bold and the watermark is faint, the imposed images have discrete boxes with monotone grounds.

Siting Boards should be set where they can easily be read and where they are not obscured by other features.

described, so a visitor can merely cast their eyes up and down, rather than should be in an area where a wheelchair user will not cause an impact. It should also be placed well away from perceived hazards, such as uneven ground. However, all of the above is dependent on the terrain and underlying conditions. Height and angle Boards should be set at a height so they can easily be used by those who may have trouble bending down. The compromise is to have the boards support the weight of anyone who might want support by leaning on it to reach the top.

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1.4.3 Virtual Access

Auxiliary aids: bringing the service to the client The DDA introduced the concept of auxiliary aids to enable a provider to bring the service to the client. These might be, for example, a board on a small bean-bag so that a wheelchair user can carry out transactions over a desk.

In Cadw's estate the monument itself is the service provided. Cadw is the provider of the service to the visitor if a visitor cannot get to certain parts of the monument. For example, a monument presented in a series of photographs, or something of the feel of the experience perhaps with an ambient soundtrack of the wind or birds.

Cadw accepts that these are not a complete substitute for the experience of the monuments should be preserved for the nation, such auxiliary aids could be used in areas which are inaccessible, or indeed areas deemed to be too dangerous for visitors. As technology in this area continue to develop at a rapid pace and while some are not able to pursue currently it will continue to explore new ways in which the experience can be enhanced.

Guidebooks

A guidebook, read at home before or after a visit, is in fact an example of the reader's mind and they can then experience the site at their own pace and interests them. Cadw believes that guidebooks fulfil an important purpose in providing a level of intellectual access. However, this alone is no longer sufficient as technology therefore exploring alternative ways in which to bring a virtual experience to the visitor.

The importance of interactivity

A mobility impairment does not mean that a visitor should be unable to see and informative, the provision of a narrated video is in essence a passive freedom to roam a site in the way that a non-disabled person might choose.

Cadw recognizes that an element of interactivity in a virtual experience can investigate whatever they desire at their own pace and will take steps to ensure that.

The techniques available for achieving virtual access have been assessed. Various forms of physical model offer the ease of use and intuitive methods for disabled persons.

360° photography

This is a new technique in digital photography where an image, such as a 360-degree view, is shown on a screen. A visitor can navigate around the image as though turning their head to see what interests them. Such images can be put together as a tour, linked to a floor plan in a manner similar to physically being there.

The equipment for this aid — a screen, interface and computer — must be in a secure area due to the possibility of vandalism or theft. Many of Cadw's visitor centres at present have insufficient space. All new visitor centres will incorporate this aid.

Physical and tactile models

Maps and plans can be useful in a tactile form. A model of a monument can also be used as an aid to interpretation for all visitors, who can use it to gain an impression of the building enough to be handled and could even be adapted to be dismantled, perhaps to show the internal structure. They enable people to grasp the shape and scale of a building, as well as to gain information. They can also help people with cognitive impairments and those with learning difficulties.

They can be solid models of the building or site, or can be made to be built up in different eras or materials. For example, a model might show the outline of a building traced out by hand, and then the buildings or structural elements can be built up in different materials, perhaps using different timbers. Alternatively, a model of a building can be made of the rooms within to be discerned.

However, for helping blind persons it is usually insufficient to produce a model that is perceived through the sense of touch can be quite different to those seen by sight. The mind might be the same. It might assist blind people if the model were constructed in a way that could be used to help them understand the building.

the actuality, of the site. For example, towers could be elongated, walls grasp the structure and topology. Surface textures could be emphasized or omitted as they cannot be recognized by touch. This is a specialist area sought early. *Vacuum-formed plastic*

This takes a 3D model in low relief and moulds a thin sheet of plastic onto it to make but is cheap to produce multiple copies. The former can be very detailed but detail will be limited.

It's main drawback is that it is relatively fragile and can easily be broken.

Cast metal

This is more robust and can even be displayed outdoors. The weight of the model has to be handled and picked up but a good casting can have a great deal of detail.

There are two parts to making a cast metal model: the production of the mould and the casting itself. The material used — bronze, aluminium or other casting metal — is the principal expense is the labour.

This form of display is best suited to large sites such as castles where a model showing various buildings within the ward, is important.

Some Cadw sites have small cast metal models of the building available.

Timber

Wood is an attractive material with good tactile qualities, as well as having a natural grain and being easily worked. As it is lighter it can also be used in a construction mode where the model can be removed. Such models must be used within a visitor centre and can be used as aids for disabled persons. Timber should be chunky and robust as 'matchstick' models are not suitable.

Swell paper

This is a new method of producing tactile images with a photocopier. A black image is printed in the normal way. This flat image is then fed into a machine which causes the coating to expand into a foam like intumescent paint and create a raised surface. Thicker areas tend to get higher and fatter than slim lines and hatching.

slightly fuzzy image, in contrast to the crisp lines obtainable from vac-fo

It has uses in displaying the form of a site or presenting a detailed façade and could be regarded as disposable. *Braille*

This is useful in annotating other tactile models but has limited value as blind persons and there are also several versions, such as American or for titling and basic information only. More detailed information could be

Other forms of virtual access

There are two other types of virtual access currently available: compute these but does not believe that, at present, these offer any advantages. Access Steering Group will continue to keep these techniques under review.

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1.4.4 Toilet Facilities

General

Cadw has several sites with toilets and one with refreshment facilities. A to bringing them into line with current guidance at the earliest opportunity. Toilets, are in modern buildings so modifications would have a minimal environmental impact. However, Cadw is aware that excavations for new drainage systems are necessary for some improvements.

All new visitor centres will be designed with accessible toilet facilities, or may have their size constrained by the space available so there might not be separate cubicles. A solution might be that the visitor centre has an accessible toilet for disabled visitors only.

Discrimination

Cadw does not provide public toilets in some sites, so there is clearly no

In the few sites where it is not possible to upgrade to a separate publicly accessible toilet that the staff toilet is also available to disabled persons on request. It might be shared with the custodians is discriminatory but Cadw feels that offering

discrimination, permitting disabled persons to use facilities not available

Accessible cubicles

New cubicles will be built to the recommendations in BS8300 and, where applicable, therein. Existing cubicles will, wherever possible, be updated according to the recommendations. Where dimensions are less than the recommendation a decision will be taken in each case. It is a compromise on the recommended sizes. For example, it would seldom be possible to gain the gain would not be outweighed by the disturbance. However, a new cubicle is considerably too small.

Wherever possible accessible toilets will be entered directly and not through a cubicle (in both the gents and ladies), which could be problematic for accessibility. In a public toilet it will be accessible and open to all.

'Radar' keys

This is a private scheme that provides keys to standard locks to access accessible facilities to those who qualify for a key, but the scheme is subscription-based. Visitors must bring their key. Visitor centres have a key available for loan but this requirement might be construed as demeaning. It is also possibly discriminatory, as non-qualified people cannot use the facilities.

The benefits of the scheme are doubtful. There are advantages to keeping accessible facilities available for disabled persons, for example, for those with abdominal or spinal injuries. However, in practice, there are very few non-disabled people who would use them and the time lost in waiting for an occupied cubicle to become free must be weighed against the time lost in finding, or having to ask for, the key. There are also minor maintenance issues. Keys can become stiff through lack of use and the locked room can become a problem.

With these difficulties in mind, Cadw has decided not to use these keys unless they are currently used.

Emergency assistance

It is good practice to install an emergency system in an accessible cubicle, extending to the floor for disabled persons who may have fallen to summon assistance. This is connected to an alarm in the visitor centre, though the management of the

leaving the visitor centre open or unlocked.

As previous sections recommend that accessible cubicles should not be left open to avoid being used by pranksters who might misuse the emergency cord. For this reason it is recommended that cubicles should be locked from the outside for all services.

On unstaffed sites, a red light and alarm bell should be installed on the outside of the cubicle to alert staff from the companions, key-keeper, passers-by or neighbours. However, the cubicle should be locked from the outside, with a cubicle locked from the inside.

As it is impractical for a master key to be available on the site — apart from the alarm could be linked to an electro-mechanical device. This would allow the door so that helpers can gain entry. As the cord can only be operated from the inside, it will summon help, this arrangement should not be harmful to the dignity of the user.

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Part Two

2.1 Cadw's Approach to Improving Physical Access

2.1.1 The Access Improvement Cycle

A guiding principle in the formation of this strategy is the creation of a feedback loop that Cadw can understand whether a real difference is being made.

The first step is the collection of data. This can be from many sources: the knowledge of custodians who are employed at the sites, feedback from visitors and staff themselves.

Secondly, this data is analysed in two ways: policy issues are considered (this includes senior members from each branch) and site-specific practical issues are identified for each monument. Cadw's Access Officer will advise and, if necessary, external advice will be sought.

This leads to action to create workable, affordable and effective improvements.

Finally, these improvements are brought to the attention of disabled people. Furthermore, the access field in general is constantly monitored for innovation. Cadw's sites and activities.

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2.1.2 Measuring Progress

The effects of the improvements are to be measured to assess their effectiveness on the solution in question.

Performance indicators being considered include:

- The accessibility of Cadw's services to disabled persons
 - The suitability of the improvements for disabled persons
- Performance indicators*

Cadw feels it is not realistic to include an increase in the number of disabled persons as a performance indicator. Many people, whether disabled or not, believe that ancient monuments are not accessible and recognizes that it will be a long process to alter this perception. Even though some monuments are and indeed some will be very accessible, communicating this to potential visitors can be difficult. However, as more improvements are made and more buildings are made accessible, an increase of disabled persons might be a measure of the effectiveness of the improvements.

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2.1.3 Action Plan

Works will be carried out in a flexible way in order to make best use of resources. Works will not be carried out at random: the following is intended to explain Cadw's approach.

Cadw intends to improve access across its estate according to the following:

- To complete the access assessments.
- To undertake access audits on the Category One buildings.
- To schedule a rolling programme for undertaking the improvements suggested in the audits.
- To continue with access audits on the Category Two buildings and submit recommendations.
- To carry out work that is possible as described by these audits.
- To undertake emergency work as required.
- To carry out minor improvements to monuments in a flexible way according to the recommendations of the audits and direct labour.

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2.1.4 Communication

A vital but often neglected part of access improvement is to tell people the story, which is often challenging as most disabled persons are not part of access networks and are often isolated.

Access improvements will be noted on the Cadw website and in Cadw's annual report, which was first published in the Summer 2006 edition. Press releases will be prepared and issued dependant on the media wishing to cover the story.

Cadw has a stand at summer shows, such as the Royal Welsh and the National Eisteddfod, and has responsibilities. A section on such a stand, and on stands promoting access improvements, will also be made available for access literature.

Cadw will continue to explore ways to inform the public of access improvements and will be active in disability issues.

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2.2 Involvement and Participation

2.2.1 General

The Disability Equality Duty requires public bodies to involve disabled persons in the development of a scheme. This was a theme that Cadw promoted strongly in its publications and it is believed that input from disabled persons is valuable on both general and specific issues, and on proposed improvements on a particular site. Cadw will continue to look for ways in which the experience of disabled persons can contribute to improvements in access. The ways in which disabled persons would be valuable are being explored by Cadw. The number of disabled persons can vary according to the circumstances, from the creation of a focus group to a survey on a particular site.

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2.2.2 Survey

A vital first step is to establish data on disabled visitors. Cadw is investigating ways to gather data on disabled visitors. The data will be gathered in two ways: when a visitor asks for help or information, they will declare that they consider themselves to be disabled and the custodian will record this. If Cadw were to generate gross numbers of disabled visitors, it would not offer any feedback or suggestions on further work.

Cadw therefore intends to invite disabled persons to comment on their e inform access improvements throughout the estate. At present all visitors custodian on site or contacting Cadw by phone, letter or email. All such processed for incorporation into improvements to fabric or processes.

There are practical limits to the quality and nature of information obtained

Experience of general feedback forms shows that the public are very r Cadw only to express complaints and grievances. In the case of ac indication of an access difficulty so this aspect is not considered pr A further practical point is the way any data is collected. A written ques visual or cognitive impairments, whilst an employee asking a visito A final aspect to gathering the data from disabled persons is to what e section of the visitor population. By inviting only disabled persons t knowledge of disability issues, would be excluded. Conversely, wid access would make the collection of data unwieldy.

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2.2.3 Questionnaire

Cadw has decided to adopt an inclusive approach and intends to gather visitor who wants to contribute. A pilot scheme is proposed for one site a questionnaire with tick-box questions and open-ended invitations for com the opportunity to complete it will be offered to whomever requests free available on the counter for anyone to use.

It will be in 14 point text, as recommended by the RNIB, but will not be a The custodian will be trained to give assistance to anyone asking for he them home and forward them to Cadw later, but experience shows that website for electronic submission.

The questionnaire is under development.

[Back to top](#) **2.2.4 Involvement**

Involvement of disabled persons in Cadw's work is welcomed. The prac

As noted above, the principal forum for access policy is the Access Stee within Cadw, a number of whom consider themselves to be disabled. Th

portion of it based on shared conservation knowledge. However, the inclusion of a comprehensive range of skills and expertise which ensures that access issues are and equally considered within the forum. Cadw's project teams, which are whose focus is technical conservation issues, consider disability issues and the Access Steering Group is also available to these individual teams.

Cadw is in contact with the Disability Rights Commission in Wales and values the expert advice it provided on the context of the disability legislation aspects of 'Barriers', published in 2002. However, the Disability Rights Commission is not in a position to offer legal advice on general points of principle or action under the act. It could not therefore be placed in a position where it is possible for the Commission to offer legal advice on general points of principle where necessary.

The possibility of an access forum has been considered, composed of representatives of all discussion could be both general policy and specific access issues. However, general policy issues are considered in open consultation with national bodies and the audit process.

Local access groups are consulted on individual access audits and their findings. They are not consulted on access assessments as these are merely shared.

Finally, an access group was proposed by Cadw to representatives of public bodies at a Forum in November 2004. Although little interest was shown, Cadw will continue to consult authorities and judge where the demand for such a forum increases.

However, having considered the issues, Cadw has decided to form an inter-agency group intermittently to discuss a specific issue or change in legislation. Disability Rights Commission groups in Wales and they have become a primary contact in involving disabled people.

[Back to top](#) **2.2.5 Audit Testing with Local Access Groups**

It is vital that an audit and its recommendations for access improvement are discussed and welcomes the input of local access groups and values their expertise and comment on sites and proposals for every audit.

Timing of visits

There are four periods at which an access group could be invited to assess

Input before the audit begins could prevent abortive work but could result in a process that might be uncontroversial. It is also sometimes difficult for people to discuss things that are nothing on paper.

The local access group could accompany the access auditor during the audit. Their input would be used in writing the audit. It is likely that the audit would be on site and could frustrate disabled persons as they wait while measurements are taken.

A further possibility might be to invite the access group to attend while the audit is taking place and access improvements already in place and they could hone any proposals. It would also be straightforward to add small additional work packages to the audit.

Finally, an access group could be invited after improvement works are completed. The advantage of making the site as accessible as Cadw feels is possible is that it allows for meaningful consultation and the opportunity to improve the design. Redesigns disabled persons might propose require a new contract and would require earlier input.

The first two options share two factors. An advantage is that the proposals can be finalized and contractors fully briefed so that work on site can be undertaken. A problem is that until at least some access work has been carried out it may be difficult to get to areas within the site.

After analysis and discussion of these options, Cadw intends to invite local access groups to work on site, whilst being mindful of safety considerations. However, different approaches will be adopted. A flexible approach based on site parameters will be adopted. *Staff attendance* at meetings with the access group but other members of staff could also have been invited. It should not be perceived as intimidating the local access group or overwhelming them. The maximum for each meeting, though the composition of each meeting will vary depending on the improvements proposed:

Access auditor

Relevant inspector of ancient monuments

Project team architect

Project liaison manager from the Presentation branch

Relevant property services manager

Custodian (where possible)

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2.2.6 Priorities of Disabled Persons

These are expected to emerge from the survey, general consultation process.

Only one area of concern is apparent at present: the expectations of monuments may not necessarily coincide with the aims of Cadw and the constraints under which they operate. More refreshment facilities may emerge but that is neither a disability issue nor outside the statutory duties of conserving and presenting the monument.

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2.3 Audits and Assessments

Cadw is approaching its duty under the DDA by first analysing its buildings and the site and the impediments to access within it. From this analysis a programme of improvements will be implemented.

Cadw has adopted two tiers of analysis: a full access audit and a quicker assessment.

What is an audit?

An access audit is a comprehensive document analysing all areas of a site from the nearest point of public transport and describes all obstacles to access. It identifies what can be overcome.

There is no government guidance on the format of audits. Many organizations feel that these do not offer the flexibility to deal with the intricacies of a site. Cadw's style, describing the site as a journey from the point of view of the visitor, is more flexible.

What is an assessment?

Audits can be lengthy documents taking much time to prepare. As Cadw faces the challenges they present, and Cadw wishes to progress access improvements, it has introduced a preliminary tier of audit. Access assessments are undertaken by Cadw's access consultant, a conservation architect and an inspector of ancient monuments. An assessment is a full audit, looking at a site to establish its potential for access improvements and any intervention into the monument or buried archaeology. If improvements are commissioned and work commenced on site without delay. Any work that is not commissioned and work commenced on site without delay. Any work that is not carried out but is noted and described in full in the sub

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2.3.1 Access Audits

Scope of the audits

Access audits identify obstacles to access for members of the public with the justification required by statutory bodies for any alterations to the structure of the monument.

An audit aims to be comprehensive but must not be read as a definitive statement of a service provider's duty under the DDA. There is a possibility that an audit may be undertaken at a site and the intention of the audit, where appropriate,

- a description of the barriers that could affect many disabled persons;
- a concept for possible solutions, described in sketch form;
- a description of any potential hazards that might be encountered, though not necessarily an assessment of the risk of injury;
- a description of any potential difficulties for emergency egress might be required.

An audit is advisory and informs the improvement process. It is not a pre-condition for a planning application, particularly the Planning, Scheduled Ancient Monument or Listed Building applications.

References

The audits are based on advice on improving access given in:

- Approved Document M of the Building Regulations
- BS 8300:2001 — Design of Buildings and their Approaches to Meet the Requirements of the DDA Code of Practice (revised version May 2002)
- BS 7974:2001 — Application of Fire Safety Engineering Principles to Buildings
- BS 7913:1998 — The Principles of the Conservation of Historic Buildings
- Sign Design Guide — A Guide to Inclusive Signage, Barker and Franks (2000)
- Designing for Accessibility (Centre for Accessible Environments 1999)
- Access Audits (Centre for Accessible Environments, undated — 2000)
- Make it Accessible, RNIB Cymru 2004

Other guidance of relevance but not directly employed in the audits are:

- Design (Construction and Management) Regulations 1994
- The Fire Precautions (Workplace) Regulations 1997

Highways Act 1980
Occupiers' Liability Acts 1957 and 1984
Building Act 1984 and Building Regulations 1991
BS 5588 (Part 8): 1999 — Fire precautions in the Design, Construction
of escape for disabled persons
BS 7997: Draft — Specification of products for tactile paving surface
Guide to Building Services for Historic Buildings CIBSE 2002
Code for Lighting CIBSE 2002
Special Educational Needs and Disability Act 2001
Health and Safety at Work etc Act 1974

Format of the audits

The audits take the form of a narrative 'walk-through' from the point of view of a person with a disability from the point of public transport. There will therefore be areas beyond Cadw's control which will influence others and be incorporated in any promotional material.

Weighting system

Suggestions for alterations or improvements are in bold in each section. The summary also includes a weighting system in three columns: the first is whether large or small numbers of people would benefit from the changes, the second is whether the implementation of the works are self-explanatory. From this the project is ranked in order.

Concept solutions for access improvements are offered in the audits but are not to be read as such. The designer of the alterations is therefore responsible for their implementation.

Measurements and equipment

All dimensions are in millimetres unless stated otherwise. Gradients shall be noted if less than 1:20. Gradients of 1:20 or steeper shall be noted. Best practice diagrams are not included as the standard is made to the diagrams in Approved Document M of the Building Regulations.

The equipment used is a Salter Brecknell 50N spring balance, Stanley magnetic level, and a Torq laser spirit level. The reports are available electronically in Word 97-2003 format.

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2.3.2 Access Assessments

Scope of the assessments

These are rudimentary audits intended to identify improvements that can be made by archaeologists, inspectors or design staff. This approach enables basic recommendations and specifications, which would be required for more involved work and implementing improvements.

They are not designed to be used in place of audits. Full audits will be conducted as assessments, and may even have had work done to improve access, in some cases.

As Cadw must keep the emphasis on the protection of archaeology and not advocate intervention into the fabric of the building. Similarly, they would not advocate work that would disturb underlying archaeology within or surrounding the scheduled monument (for example) by building up the ground level.

The assessments are broad-brush approaches that identify such things as ramps, signage, improvements to field gates etc. that can be built up to form ramps, signage, improvements to field gates etc.

They are internal working documents, quickly written in a direct and informal style by in-house labour force, Cadwraeth Cymru, or external contractors. They will be used to inform the design of improvements.

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2.4 Prioritization Criteria

It is Cadw's intention to audit all its properties for accessibility and it is recognised that a timetable will be produced for carrying out access audits so that Cadw's obligations under the Disability Equality Duty are met.

The criteria set out below are the technical tests Cadw applies to any work on a scheduled monument. However, decisions on prioritization will be made in consultation with disabled people and the Disability Equality Duty. The mechanisms by which Cadw will demonstrate compliance with the Disability Equality Duty include site feedback questionnaires and the involvement of local access groups.

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2.4.1 Access Study

In February 2004 Cadw undertook a desk study of its estate in care using inspectors and architects. This report was a first categorization of the monument and the scale of the task ahead. It established a simple system for prioritizing basic access within the monument.

Access to the site assessed paths or roads both within and outside Cadw. For example, a monument itself may be relatively accessible (such as a stone circle) perhaps across a boggy field or via a steep path.

Access within the monument considered the proportion of the monument accessible, the cost of implementing access improvements and the possibility of presenting information in audio or video.

A wheelchair user was used as a benchmark because the modifications required are usually the most visible and technically challenging. This benchmark in itself does not mean that wheelchairs or that improvements for other types of disability will be neglected.

Within each category a monument is given a score for access:

Access is good, but not necessarily faultless. This includes scope for minor improvements such as ramps for single steps etc.

Not all the monument is accessible at present, but there is scope to greatly improve access for wheelchair users may not be possible with current technology. Access for people with other disabilities.

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2.4.2 Summary Results

Cadw has 128 monuments in care (though two are linked under one designation). There are 67 where either access to or around the site can be improved. Of the 67, 34 have good access to the site but access within the monument is poor. There are therefore 61 sites where access around the monument is difficult. Of the 61, 54 monuments also have poor access to the site. 23 monuments are inaccessible but there is scope for viewing or interpretation. 7 monuments are accessible in themselves but access is restricted by surrounding land. 38 monuments have considerable impediments and are unlikely to be improved.

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2.4.3 First Category — 34 sites

The 34 sites which have good public access to the site but where access is a priority. This is because they tend to be the more renowned sites and where the monument lies solely with Cadw. Within this group the full audit process

[Back to top](#) **2.4.4 Second Category — 26 sites**

These are sites where access to and within is relatively good at present but that, as many disabled visitors can see large parts of the monument in terms of allocation of resources. However, there may be scope to include improvements might be relatively straightforward.

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2.4.5 Third Category — 7 sites

These are monuments where the access to the site is poor but access to the sites). The problem may be due to agreements (or lack thereof) with landowners (e.g. field of cows). There are only seven sites in this category but it should be noted that of property unreasonably withholds permission for a service provider to access under the act.

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2.4.6 Fourth Category — 61 sites

These are monuments which, by their nature or location, are very unlike remote sites reached by steps or rugged climbs and otherwise accessible. The monument survive. This category can be split into two:

23 monuments where it is very difficult to improve for access within the site. There could be, therefore, scope for providing or improving basic building.

38 monuments do not have good access either to or within the site and Whilst it is important that these sites are audited and made as accessible as possible priority so that resources can be concentrated where there is potential for

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2.4.7 Other Parameters

Visitor numbers Sites with high visitor numbers are being prioritized for high Cadw profile and the improvements will benefit the greatest number.

However, visitor numbers are not the predominant criterion: where a less accessible site, such as a site with poor access, such sites may be accorded priority.

Conservation staff

A secondary but important consideration concerns the organization necessary, for example when Cadw has a team doing conservation or safety work. If a site is capable of improvement, this might be given priority as this would be the case.

Visitor centres Many, but not all, staffed sites have a visitor reception area or office serving the public through a hatch. Where such visitor facilities exist,

Where the monument seems incapable of sympathetic modification, the site should accommodate an area for the presentation of the site as a virtual experience.

All visitor centres will be also adapted so that the secondary services should be available.

Archaeology Cadw will examine the archaeological implications of all works, whether or not they are within the scheduled area. Improvements such as toilets (where necessary) will therefore be considered in this context. However, improvements to layout and access will be prioritized.

Staff The Welsh Assembly Government encourages its offices to be made accessible, where adjustments are required. Custodial duties for most Cadw sites will be carried out by a non-disabled person, other sites have low staff numbers. In mind, alterations for disabled custodians will be considered as and where necessary. Those persons identified as requiring alterations to their workplace. However, this does not mean that persons might not consider applying for a post knowing that the site is not accessible.

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2.4.8 First Phase Works Cadw has visited all the First Category sites and has identified some for improvement. Some of the sites were removed as being more challenging than initially.

easily overcome. Additionally, some sites from other categories were in more than expected or they are still technically difficult but their place in both made gaining access to them a priority.

A first phase of access improvements has therefore been developed. The range widely in type, age and location. They have all had an access assessment based on this assessment. Many others have had full audits and the remedial work commenced.

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2.4.9 First Category: Improvable Monuments with Good Access

Monument

Gwent

Blaenafon

Caerwent Courtyard

Caerwent Basilica

Caerwent Forum

Caerwent Temple

Chepstow Castle

Monmouth Castle

Raglan Castle

Tintern Abbey

South Glamorgan

Llanblethian Castle

West Glamorgan

Margam Stones

Oxwich Castle

Mid Glamorgan

Caerphilly Castle

Newcastle

Dyfed

Carreg Coetan

Dyfi Furnace
Kidwelly Castle
Lamphey Palace
Laugharne Castle
Llawhaden Castle
St Davids Bishop's Palace
St Dogmael's Abbey
Dinefwr Castle

Powys

Montgomery Castle
Tretower Court

Flintshire

Basingwerk Abbey
Denbigh Castle
Flint Castle
Maen Achwyfan
Rhuddlan Castle

Gwynedd

Cymer Abbey
Plas Mawr
Segontium Fort

Anglesey

Beaumaris Castle

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2.4.10 First Phase

Monument

Gwent

Blaenafon
Caerwent Courtyard
Caerwent Basilica
Caerwent Forum
Caerwent Temple
Chepstow Castle
Raglan Castle
Tintern Abbey

South Glamorgan

Llanblethian Castle

Coity Castle

West Glamorgan

Margam Stones

Oxwich Castle

Parc le Breos Chamber

Mid Glamorgan

Caerphilly Castle

Dyfed

Carreg Coetan

Lamphey Palace

Laugharne Castle

St Davids Bishop's Palace

Haverfordwest Priory

Cilgerran Castle

Strata Florida Abbey

Powys

Montgomery Castle

Tretower Court

Flintshire

Rhuddlan Castle

Denbighshire

Valle Crucis Abbey

Rug Chapel

Gwynedd

Cymer Abbey

Penarth Fawr

Plas Mawr

Segontium Fort

Caernarfon Castle

Anglesey

Beaumaris Castle

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2.4.11 All Monuments Data Sheet

Monument

Gwent

Blaenafon

Caerleon Amphitheatre

Caerleon Barracks

Caerleon Baths

Caerleon Town Walls

Caerwent Town Walls

Caerwent Shops

Caerwent Courtyard

Caerwent Basilica

Caerwent Forum

Caerwent Temple

Chepstow Bulwarks

Chepstow Castle

Chepstow Port Wall

Grosmont Castle

Hen Gwrt

Llanmelin Camp

Llanthony Priory

Monmouth Castle

Newport Castle

Raglan Castle

Runston Chapel

Skenfrith Castle

Tintern Abbey

White Castle

South Glamorgan

Castell Coch

Old Beaupre

St Lythans Burial Chamber

Llanblethian Castle

Tinkinswood Burial Chamber

West Glamorgan

Loughor Castle

Margam Stones Museum

Neath Abbey

Oxwich Castle

Parc le Breos Burial Chamber

Swansea Castle

Weobley Castle

Mid Glamorgan

Caerphilly Castle

Coity Castle

Ewenny Priory

Newcastle, Bridgend

Ogmore Castle

Dyfed

Carew Cross

Carreg Cennen Castle

Carreg Coetan

Carswell Old House

Cilgerran Castle

Dryslwyn Castle

Dyfi Furnace

Haverfordwest Priory

Kidwelly Castle

Lamphey Bishop's Palace

Laugharne Castle

Llansteffan Castle

Llawhaden Castle

Pentre Ifan Burial Chamber

St Davids Bishop's Palace

St Davids Close

St Non's Chapel

St Dogmaels Abbey

Strata Florida Abbey

Talley Abbey
Wiston Castle
Dinefwr Castle

Powys

Brecon Gaer Roman Fort
Bronllys Castle
Bryntail Lead Mine
Dolforwyn Castle
Montgomery Castle
Penywyrlodd Cairn
Tretower Court
Tretower Castle

Flintshire

Basingwerk Abbey
Denbigh Castle
Denbigh Friary
Denbigh Town Walls
Derwen Churchyard Cross
Eliseg's Pillar
Ewloe Castle
Flint Castle
Llangar Old Parish Church
Maen Achwyfan Cross
Rhuddlan Castle
Rhuddlan, Twthill
Rug Chapel
St Winifred's Chapel and Holy Well
Valle Crucis Abbey

Gwynedd

Caernarfon Castle
Caernarfon Town Walls
Capel Garmon Burial Chamber
Castell y Bere
Conwy Castle
Conwy Town Walls

Criccieth Castle
Cymer Abbey
Dolbadarn Castle
Dolwyddelan Castle
Dyffryn Ardudwy Burial Chamber
Fedw Deg Old House
Gwydir Uchaf Chapel
Harlech Castle
Penarth Fawr Medieval House
Plas Mawr
Pont Minllyn
Segontium Roman Fort
St Cybi's Well

Anglesey

Barclodiad y Gawres Burial Chamber
Beaumaris Castle
Bodowyr Burial Chamber
Bryn Celli Ddu Burial Chamber
Caer Leb
Caer y Twr Hillfort
Castell Bryn Gwyn
Din Dryfol Burial Chamber

Hafoty

Holyhead Fort
Holyhead Mountain Hut Group
Lligwy Sites (3)
Penmon Cross
Penmon Dovecot
Penmon Priory
St Seriol's Well
Penrhos Feilw Standing Stones
Presaddfed Burial Chamber
Trefignath Burial Chamber
Tregwehelydd Standing Stone

Ty Mawr Standing Stone
Ty Newydd Burial Chamber

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2.5 Timetable

2.5.1 General Access Improvements

Entrance charges Cadw recognizes that some disabled persons will not for many years has adopted a policy to compensate such visitors by allowing free entry. Cadw intends to maintain this policy irrespective of any access improvements.

Induction loops Some sites have audio tours, available as part of the admission. These relate through headphones a commentary with sound effects. The equipment is a loop so they can be used more easily by someone using a hearing aid. Some equipment is equipped with a built-in induction loop so portable induction loops have been developed. Portable devices are self-contained and self-powered units, stored in sight bags. Staff are trained to operate them and bring them into use on request. *Handicapped* Cadw has a programme of safety audits on its sites and now incorporates access improvements. Some sites have project teams and disability is now on the agenda for each of their projects. Colour versions of Cadw's guidebooks will be available for sale during the summer season. These are in draft and will be available during the summer season of 2006. The programme for school parties which have been expanded to show not only the hazards but also cobbles or grassed surfaces.

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2.5.2 Virtual Access Cadw wants visitors to have a full experience of a site. Virtual access will be difficult, particularly for those with mobility impairment. The aim is to provide a service accessible, instead of removing, modifying or avoiding a physical barrier. This will be achieved at two sites using a tour based on 360° photography. This will be interactive, allowing visitors to pause, pause, or examine features in more detail at will. All new visitor centres will incorporate a zone for using such a tour, including space for the necessary equipment. This is considered only for monuments where the visitor centre has sufficient space. Cadw is committed to providing the experience of a full visit, albeit in virtual form. Cadw intends to provide this service wherever possible, either by adapting or creating new equipment.

locations for the virtual experience equipment.

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2.5.3 Audit and Assessment Programme Cadw has produced a list of sites in the long term. They vary from standing stones to medieval palaces. Cadwraeth Cymru carries out work on site in addition to its programme of conservation and maintenance.

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