



Visitor Visual Story

A useful picture guide intended to help you get familiar with the site before you visit.

Delivered by



Stockton-on-Tees
BOROUGH COUNCIL

**Tees Valley
Museums**



Preston Park
Museum & Grounds

Preston Park Museum opening times

- Monday Closed
- Tuesday 10am – 4pm
- Wednesday 10am – 4pm
- Thursday 10am – 4pm
- Friday 10am – 4pm
- Saturday 10am – 4pm
- Sunday 10am – 4pm

Last admission 3.30pm

Closed Mondays except bank holidays and during local school holidays

Relaxed morning openings: Second Sunday of every month, 10 – 11am (9 – 11am during school holidays)

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- **Contact information:**
- **Telephone:** 01642 527375
- **Email:** museum@stockton.gov.uk
- **Website:** www.prestonparkmuseum.co.uk



Preston Park
Museum & Grounds

How to use this Visual Story

Please use this booklet before you visit to help you become more familiar with the different areas of the museum and the people who work there.

Each section will tell you about things you might see, hear, touch or smell.

Sensory icon key

Some of the areas will have one or more of the icons below to let you know what it is like in that area of the museum.



Bright



Smell



Busy



Dark



Touch



Quiet



Noise

Museum entrance



If you arrive by car or bus, you can park in our free car park. To reach the museum there is a long path to walk down where you will pass a large field, skate park and play area.

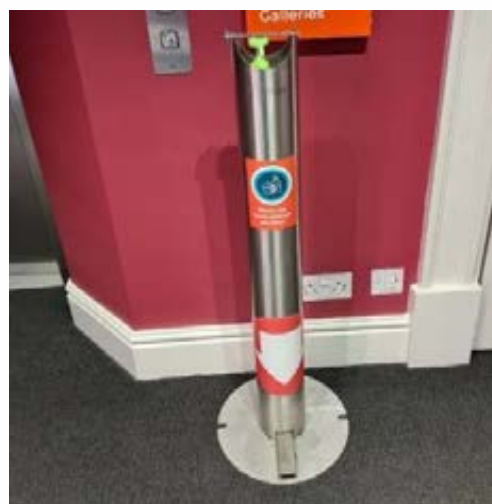


Coronavirus (Covid-19)

Things at the museum are a bit different at the moment. Because of the outbreak of Coronavirus (Covid-19), we have made some changes to help keep everyone safe.

Most people in the museum will be wearing a face covering, unless they have a good reason not to. Our staff will also be wearing either masks or clear face visors, unless they are behind a screen.

You will notice hand sanitiser stations dotted throughout the museum and Victorian street. Some of them work by pressing them with your foot. Others, you will need to push with your hand. Please use these to help stop the spread of germs.



Reception and Gift Shop



As you walk into the museum through the large automatic doors, you will see our Visitor Services team behind the Welcome Desk. There is a plastic screen to keep you and our staff safe. This is where you will buy your ticket for the museum.

Staff will greet you on your arrival and will also be on hand to assist you throughout your visit.

There is also a gift shop here where you can buy souvenirs.

Sunflower Scheme lanyards and sensory bags are available for you to borrow during your visit at the Welcome Desk. Please ask a member of staff and they will be able to help if you would like to borrow one.

Staff

Visitor Service Assistants



Some of our staff wear either bright teal green or navy-blue polo-shirts, and in cold weather, a navy jacket, jumper or body warmer.

They may also be wearing a name badge and/or orange lanyard. These all have the Preston Park Museum & Grounds logo on.

You can ask them questions about the museum and your visit. They can also help you to buy your ticket and items from the gift shop.

Other Staff



Other staff working in the museum will be smart but casually dressed. They will usually be wearing an orange lanyard with an identification badge and the Preston Park Museum & Grounds logo on it.

You can ask them for help, such as directions and timings of events.



We also have many volunteers. Some are dressed in their own clothes, some in a navy t-shirt uniform and orange lanyard with Preston Park Museum & Grounds logo on.

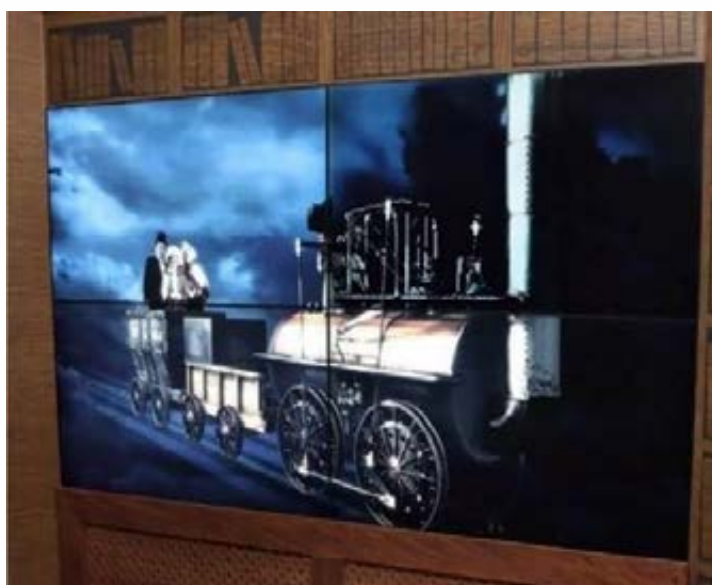
Those who work in the Victorian Street shops usually wear Victorian costume. The volunteers will be happy to help you with any questions.

The galleries

We have four themed galleries over two floors.

The Hall and its People

In here you can explore the history and stories of Preston Hall, including two families who made the hall what it is today – the Fowlers (Georgian era), and the Ropners (Victorian era), as well as find out what happened to the hall after it stopped being used as a family home.



Things you may hear:

- The Locomotion No.1 wall film plays approx. every 3 mins for 30 seconds
- The talking Sir Robert Ropner portrait plays on a continuous loop



The galleries

Collectors and Collecting

In this space you can see the museum's exciting collection including items from the Clephan and Ions families. The second room of this gallery is closed at the moment.



Things to be aware of:

- You may still be able to hear Robert Ropner's talking portrait from the Green Gallery
- This gallery has no through way, so you will have to turn around when you get to the end.

Main staircase



You can get to the first floor by climbing the carpeted curved stairway.

If you don't want to use these stairs, please let one of our staff know and they can show you to the lift at the other side of the gift shop.

The River Tees

The River Tees has been important to the lives of people of the borough for centuries. In this space you can discover how people came to settle here, and the trades and skills they brought with them.



Things you might hear:



- The Locomotion train model overhead, high up near the ceiling.



Things you can touch:

- A game to make the locomotive run on the track. Instead of using your hands, you press the pedal with your foot.



Exhibition gallery

There is an exhibition space on the second floor opposite the lift and accessible toilet.

Each time you come to the museum, there might be something different in this room.

Sometimes there might be extra sounds and smells that weren't here before.



If you want to find out what will be on before your visit, please check the website www.prestonparkmuseum.co.uk or call 01642 527375.

Clocking Off

This gallery is on the first floor. You can either walk down a few steps from The River Tees Gallery or take the lift opposite the Exhibition Gallery.

This exhibition tells you about what life would have been like outside of work over the last 200 years.



Things you might hear:

- Clocking off machine
- Recording of piano playing
- Recording of a male voice singing from the shower over the metal bath



Things you might smell:

- Food from the Demonstration Kitchen



Demonstration Kitchen

This room is at the end of the Clocking Off Gallery. It used for food demonstrations, and by community groups, school and family workshops. You can't always visit the kitchen

There is a lift outside the room and a stairway that leads to the Victorian Street.



Things you might hear:

- Voices.
- Lift doors opening and closing.



Things you might smell:

- Food being cooked.

Victorian Street

As you come to the end of the museum galleries you will either walk down the stairs at the end of the Clocking Off Gallery or use the lift. You will then go through some power-assisted doors and enter the Victorian Street.



Or, you can enter the Victorian Street through the gift shop. If you enter here, you will pass over a large clock face on the floor covered in glass. Don't worry, you can walk over this and it won't break.

You will then go through some power-assisted doors and come to the start of the Victorian Street. You have to walk through a short, narrow tunnel to get to the rest of the street.



The street is mainly cobbles, which may be slippery when wet and strange to walk on.



There is lots to see on the Victorian Street.

Many of the shops are open for you to go into.

Some of our shops will have volunteers or staff inside dressed in Victorian costume. You will be able to ask them questions if you wish.

Victorian Street



Toilets

The toilets are on the Victorian Street, under the archway.

The lights are on sensors and will come on automatically when you go in.



Tearoom

We have a tearoom on our Victorian Street where you can buy drinks and cakes.

There are tables and chairs for you to sit at inside, as well as some outside the front of the tearoom.

There is a clear screen at the counter to protect you and our staff.

Victorian Street

Things you might hear:

- Automatic doors
- People's voices, laughing, chatting
- Blacksmith's hammer
- Hand dryers in toilets
- Coffee machine in café
- People playing with the hoop and stick toys



Things you might smell:

- Coffee and food from the tearoom
- Burning of coal in the blacksmiths
- Carbolic soap and herbs in the chemist
- Sweets in the sweet shop
- Paint smell in the printers
- Fruit and vegetable smells in the grocers



The Orchard



The Orchard has lots of young trees and is used for many of our activities.

There is a gravel path that you can walk along to the Walled Garden. Part way down the Orchard path there is a wooden bench where you can sit and enjoy the view, and there are a number of wooden picnic benches which you can use.

You are welcome to walk on the grass within the Orchard to see the trees close up. It is a natural area so the grass may be damp and uneven in parts.

Things you might smell:

- Grass
- Manure
- Flowers
- Apples



Things you might hear:

- Bees/insects
- Grass being cut
- The sound of gravel being walked on
- Birds
- Dogs and people using the park
- Blacksmith's hammer
- Cars in staff carpark



Walled Garden



Our Walled Garden is usually open from April until the end of September.

To enter the garden, you follow the gravel path through the Orchard and go through the gate in the wall.



Often there are gardeners or volunteers working in the garden and they will be able to answer your questions, or they may have produce for sale.

You can explore the different areas of the garden by following the gravel paths. There are benches to sit and rest on and at the top of the garden there are two glass greenhouses which can be very warm inside in the summer.

Things you might hear:

- Bees/insects
- Grass being cut
- The sound of gravel being stepped on
- Birds
- Dogs and people using the park
- Cars in staff carpark



Things you might smell:

- Grass
- Manure
- Flowers and plants



Learning Building

When you visit you might join in with one of our workshops.

Workshops usually take place in one of our Learning Rooms at the end of the Victorian Street.

The rooms will look different depending on which workshop you are taking part in and there might be light changes, smells, and it may be noisy and busy.



If you'd like to discuss anything in more detail about specific activities, please contact the Museum's Learning Team. **Tel: 01642 527375** **Email: museum@stockton.gov.uk**



Woodland Walk

The space is part of a natural area, so the ground is uneven and slippery when wet.

You also need to take care as there might be plants such as brambles and nettles.

Things you might hear:

- Birds
- Bees/insects
- Wooden instruments being hit
- Metal pans clattering
- People laughing/chatting



Things you might smell:

- Flowers/grass
- Trees
- Mud/earth



Things you might touch:

- Rough tree bark
- Squelching mud
- Smooth bamboo
- Soft moss
- Cold metal pans



Function rooms

After you have explored the Victorian Street and outdoor areas of the museum, you will come to the Function Rooms.

These are rooms which you may be able to go in during your visit. They are used for various events in the museum. If they are being used, you may not be able to enter these rooms.

If you are unsure whether you can go in these rooms, please ask one of the Visitor Services Assistants. Or you can contact the museum before your visit to check if they are open.



Billiard Room



Music Room



The Winter Garden

You can visit the Winter Garden at the start of your visit, or at the end of your visit. It is next to the main museum entrance.

This room is bright and it is usually warm inside. In the summer, it can get quite hot.

Things you might hear:

- People laughing/chatting
- The Locomotion No.1 wall film plays approx. every 3 mins for 30 seconds in gallery next door.



Things you might smell:

- Flowers/ plants



Toilets and lifts

We have accessible toilets on the ground and second floors of the museum next to the lifts, as well as toilets in the Victorian Street.

There is another lift at the end of the Clocking Off gallery, next to the Demonstration Kitchen, which takes you down to the Victorian Street.



Things you might smell:

- Air freshener and soap in the toilets
- Cleaning products

Things you might hear:

- Hand dryers in the toilets
- Air freshener – on a timer and makes a hiss sound
- People chatting



Lunch cabins

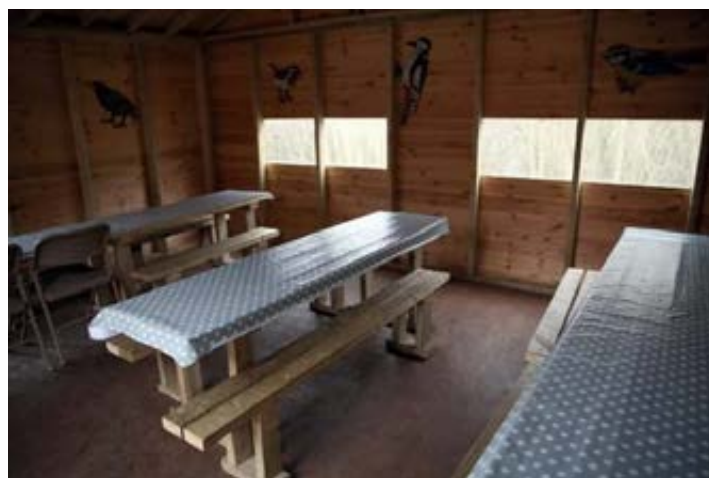


If you are visiting as part of a school group, you may have lunch in one of these.

They are near the entrance to the Woodland Walk.

They are naturally lit and do not have central heating, so might be a bit colder and darker than other buildings in the winter months.

To get to the cabins you have to walk along the road past the staff car park.



Quiet space



If during your visit you would like a calm or quieter space to use for a short while, then please speak to a member of staff and we will see what we can arrange that is suitable.

If you would like to arrange for a space beforehand, please get in touch and we will help you plan your visit to include a space that is suitable.

Sensory resources



The museum has sensory bags available for you to borrow and use during your visit at the Welcome Desk and within the Learning Building.

If at any point on your visit you would like to borrow one of our sensory bags please let a member of staff know. There is no need to book and they are free of charge.

Each bag includes ear defenders and sensory toys in a drawstring bag.

If you have any specific requests please get in touch with the Learning Team.



Tel: 01642 527375 Email: museum@stockton.gov.uk

Emergency information

The fire alarm is a spoken siren that says, “This is a fire alarm. Please leave immediately by the nearest available exit”.

If you hear this then you must calmly leave the building. Follow a member of staff if you are unsure.



During a fire alarm the lifts will return to the ground floor and stop working. The automatic doors will stop working so you will need to push or pull them and they may feel heavy when you try.

If you are in an organised group, it is important that you stay with your group leaders.