# Case Study

## National Videogame Museum

## Access for All Cohort 2025-26

museum development md north

Supported using public funding by ARTS COUNCIL ENGLAND

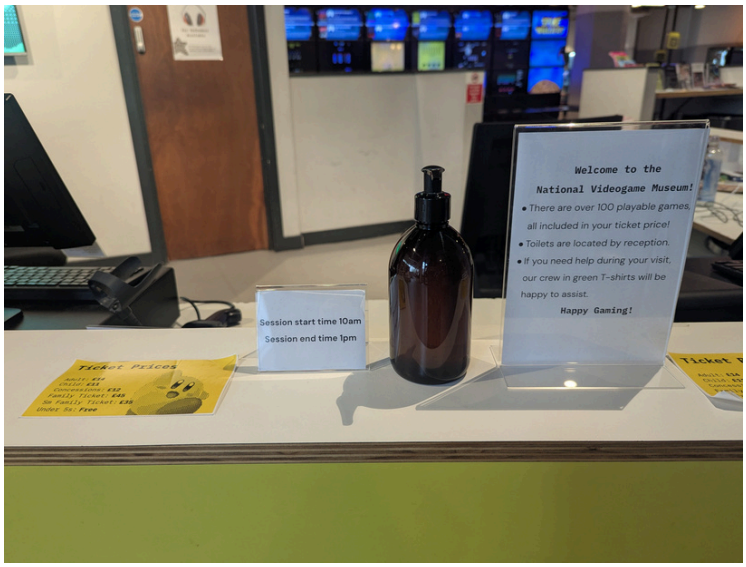
**Leah Dungay**, Learning & Community Curator at the **National Videogame Museum** was keen to join the **Access Cohort** to help with the specific challenges the museum faces.

She said, 'We have quite a tricky environment with our exhibits including so many playable games. The galleries can be quite loud and bright, which many people enjoy but that can be very difficult for others. We also have visits from lots of SEND educational groups and families, who often have young people who are particularly interested in videogames.

**What was the Access Cohort?**

The cohort brought together delegates from **14** museums across the North of England who shared the aim of improving their offer for disabled visitors. The programme included a range of in-person and online events, combining sessions led by access consultants with lived experience, a range of expert guest speakers and case studies from museums who are leading the way in access and inclusion in the region. A new group of museums are currently taking part in 2026-27.

Leah took part in the cohort sessions and received mentoring from an expert in access and inclusion, which resulted in a detailed written report with specific feedback and suggestions for improvements, 'Based on the feedback, our Venue Supervisor added new signage in front of house and retail spaces, including pricing and signs to encourage visitors to ask for assistance if needed. We now also have written information for fire alarms to alert those who are hard of hearing in the event of a fire evacuation onsite. We also received funding to improve our picnic area, so we were able to add some of the suggestions from the report, such as a comfy chair and mobile privacy screen for breastfeeding.'




Additional signage © Leah Dungay

## Accessible Exhibitions

Leah has brought this learning into her curatorial work too. With the new exhibition '**Together We Play**' the team added comfier seating options and a large print guide - the first time this has been done for an exhibit.

For a miniature model room exhibit that involved looking down from above, they decided to lower the plinth height and install a mirror to reflect the inside of the room for visitors in wheelchairs and younger visitors.

Together We Play exhibition © Leah Dungay

They also wanted to experiment with sharing information in different ways and created a space for visitors to write and draw about their own gaming memories, which features alongside an artwork based on this shared information.

### What's next for the museum?

The museum is going to continue building on their **internal access working group** and share their new-found knowledge with the wider staff team.

They are also going to create more **accessible resources** to improve their learning programmes.

### Learning for Others

1. Joining the cohort was invaluable, it helped me **dedicate time** in my role to exploring ways we can improve accessibility
2. **Test things out** and listen to feedback, rather than wait for things to be 'perfect' to use or introduce them
3. Ask questions and **reach out to other museums** doing good accessibility work! Every time I've done so, they have shared really helpful information and been incredibly supportive.

Find out more about how MD North can support you to make your museum more accessible on our website or contact Liz Denton liz.denton@museumdevelopmentnorth.org.uk