

Wightwick Manor and Gardens Access Statement

Wightwick Manor, Wightwick Bank, Wolverhampton, WV6 8EE (Sat Nav: WV6 8BN)

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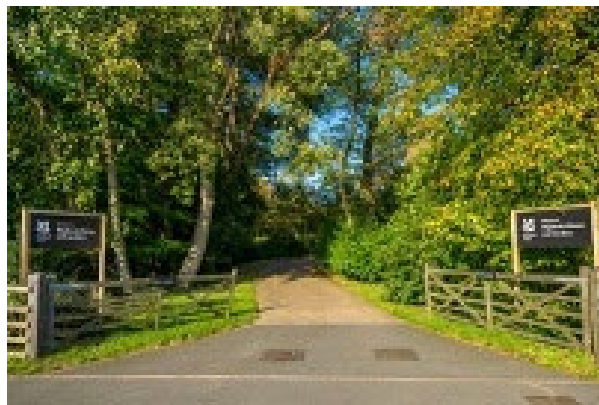


Introduction

- Our property consists of the Manor house set on top of a steep bank, with outbuildings containing a tearoom, shop, art gallery and bookshop. The buildings are set in 17.5 acres of gardens and woodland with a mixture of some level terraces and steep paths.
- Mobile phone coverage is excellent outside, although the construction of the buildings can reduce this inside. The site's proximity to Wolverhampton city center means emergency response times are good. In the event of an emergency call 999 and then call 01902 760106 (Visitor Reception) and they will alert staff to any issues. For a non-urgent emergency call reception.
- Assistance dogs are welcome everywhere on site. We allow non-assistance dogs on leads in the stable end of the tearoom and the gardens (apart from the Kitchen Garden). Facilities for dogs include water bowls by the visitor reception and outside the tearoom.

- The lighting in the Manor is very low due to the original, historic light fittings. This means that light levels in the house are low to help us protect the William Morris textiles and wallpaper. As the rooms are on a domestic scale, we request that large bags and mobility scooters are left at the front door. There is seating throughout the Manor and a wheelchair is available to borrow if needed.
- If the fire alarm sounds, there will be a loud looping siren throughout all of the buildings on site (except visitor reception). Staff or volunteers will guide you out of the building by the nearest exit. The fire assembly point is the Formal Garden. There are no fire alarm tests during normal opening hours so please assume any alarm is genuine.

Arrival and Parking Facilities



- The car park entrance is directly off the A454 Wolverhampton to Bridgnorth Road. There are brown signs from the Chapel Ash junction of the Wolverhampton ring road, but not from other routes. If you are following a Satnav please use WV6 8BN as the post code. Our postal post code will direct your to our exit gate – please do not use this.

- When you enter the car park there is a speed bump and flow plates and then an overflow car park to your left, and straight ahead is the lower section of the car park. If you drive through the lower car park up the hill towards our Visitor Reception building, there are two more rumble strips and then you will find the upper car park, accessible parking and the route to the car park exit.



- There is a pedestrian entrance located off the Bridgnorth Road. The gate is 125cm wide. There is a sloped path from here to Visitor Reception.



- There are eight designated accessible spaces for visitors in the main car park directly opposite Visitor Reception (10 meters).



- The main car park including the accessible parking is made of dressed tarmac. The lower section of the car park is a tarmac central drive with compacted stone parking bays. There is a dressed tarmac overflow car park with compacted gravel bays immediately on the left as you enter.
- We have a transfer golf buggy from Visitor Reception. It takes passengers to the 'turning circle' at the top of the main path near the start of the drive. It is then a relatively flat, but graveled, route from here to the house (25m), tea-room & toilets (75m) and shop (100m).

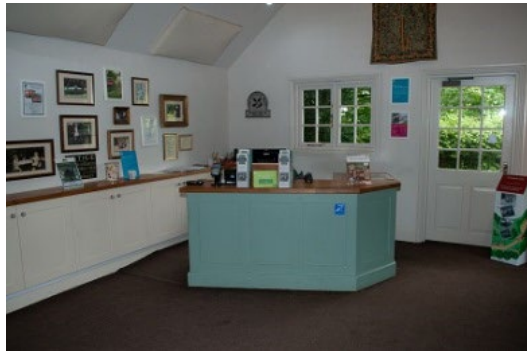


- During busy days (school & bank holidays etc.) our car park fills up quickly and this can also include the accessible spaces.

Visitor Reception



- The reception is made of wood and plasterboard with carpet over tiles. It has acoustic boards to reduce echo.
- The entrance is level from a brick porch which is slightly downhill from the accessible parking. There is a small, metal lip on the threshold of the door.
- The entrance is a double door (190cm wide) but sometimes in the colder months only one is open (95cm). Reception staff are happy to open additional doors if required. The door is a manual push inward to open.
- The reception desk is 92 cm high. The card payment device is contactless and mobile. Reception staff are happy to assist anyone unable to reach the desk. Card scanning is by wireless device and often not done behind any desk. Sometimes, scanning is done outside the building.



- Reception is lit by a mixture of natural light from windows and skylights assisted by LED spots and ambient pendant lights.
- Chairs without arm rests are available in reception. One with an armrest can be brought out from the staff room if required.
- There is an induction loop fitted by the main till point in the Visitor Reception, but there is no induction loop fitted at the membership desk.

- There are two manual wheelchairs available to borrow, one at reception, one at the front door of the house. Pre-booking is not required but is advisable by calling Visitor Reception on 01902 760106.

Entry Fees

- Our admission policy admits the necessary companion, or carer(s), of a disabled visitor free of charge, on request, while the normal membership, or admission fee, applies to the disabled visitor
- To save having to 'request' a ticket for free entry for a caregiver or companion, an 'Access for All Admit One Card' or an 'Essential Companion's Card' or letter can be issued by our Supporter Services Centre before your visit. This card is made out in the name of the disabled person, not the companion, so there is not a restriction to taking the same person on each visit
- To request an 'Access for all Admit One Card' or an 'Essential Companion's Card', please either email our Supporter Services Centre (enquiries@nationaltrust.org.uk) or phone them on 0344 800 1895. They will need the name and full postal address of the disabled person.
- A full list of our entry prices can be found on our website at www.nationaltrust.org.uk/wightwick-manor-and-gardens.

Toilets

- There is an accessible toilet to the left side of our Visitor Reception building. The door measures 92cm wide and has a pull handle which opens the door outwards. The toilet is right hand transfer.



- The accessible toilet is situated by the tearoom. There is a pull handle and the door opens outwards. This room measures 1.5m x 2.7m. The toilet is right hand transfer.



- We do not have a Changing Places Facility, but both accessible toilets have nappy and sanitary disposal.
- The accessible toilets are lit by artificial light only. They have a motion-activated hand drier and push taps.

- The public toilets have baby changing facilities in both men's and women's sections. Both sections are lit by fluorescent lighting and have hand-driers that are motion activated and are very loud.

Manor



- The front door of the Manor is 200m from the reception.
- The surface outside the house is reasonably compacted gravel, does not move and is generally easy to move on.
- The doorway itself is level but this only give access to a hallway and two rooms. Two low steps lead to the rest of the house. A fold out ramp is available.
- The entrance door is open during opening hours; the inner door will be kept closed but will be opened by a volunteer. This door opens inwards.
- The entrance door is 1.05m. The inner door is double leaf of 76cm each.
- The house is lit by a mixture of natural and artificial historic effect

LED lighting. Light levels are kept low throughout the house to protect textiles and paintings.

- Access to the first floor is by stairs only. Staircase up to bedrooms is carpeted but wide with a handrail on right hand side. Staircase down to the kitchens has a handrail on the right-hand side. These steps are even, uncarpeted, well-lit but are a bit steeper. Visitors can retrace their steps to wider stairs they came up if they struggle. Throughout the house there are short flights of steps or steps up and down onto raised areas.
- In the event of an emergency, we have no additional means to facilitate evacuation from the first floor so all visitors who go upstairs must be able to safely evacuate themselves from the building. You will be guided in this by our volunteers. If you have any evacuation requirements, please let us know on your arrival at the front door. Wheelchairs are not permitted on upper floors.
- Wheelchairs should be able to turn easily in all the downstairs rooms.
- There are many areas to sit about the house. All are marked with a small cushion with a cat sewn on. Some of the chairs have arms but most do not.
- There are volunteers in the key rooms but not in all.
- There are no public toilets in the house.
- There may be limited, short, guided tours and talks, which are not assisted by a hearing loop. BSL tours can be arranged with 3 weeks advance notice, please call 01902 760106 to book.

- There is an interactive, touch-screen video tour of the upper floor rooms and the main Kitchen. This can be found in the Servant's Corridor. A chair with arms is available to sit on here. The video has subtitles and optional narration.
- There is a braille guide and large print guide available at the front door of the Manor upon request.
- Mobility scooters (except powered wheelchairs unless they cannot safely navigate the ramp) are requested to be left at the front door of the Manor. Wheelchairs must not be taken upstairs for fire safety reasons. A manual wheelchair is available to borrow from the front door. A companion may be needed to assist.
- Visitors are welcome to wait in the Great Parlour or the corridor exhibition whilst other members of their party visit the upstairs.
- The wheelchair user exit is via the Back Corridor. A volunteer will come to open this door for you and can place a small ramp over the lip of the door if needed. Sometimes, if this area is inaccessible, the wheelchair user exit will be back through the front door of the Manor. A volunteer will be able to point out the best route for you.

Malthouse Gallery and Second-hand bookshop



- The Malthouse Gallery contains a special collection of paintings by Evelyn De Morgan and ceramics by William De Morgan.
- The entrance is approximately 225m from reception.
- The gallery is on the first floor. There is a self-operated lift for access, which is signposted from the outside of the building. The lift can take one user (plus carer if needed) at a time. The door to the lift opens outwards and is not power-assisted.



- There is a bench with arms in the lobby of the gallery. There is a 'nook' seat in the fireplace without arms which is 48cm high and two benches without arms in the main gallery which are 47cm high.
- The gallery has a modern lighting track and case lights, so visibility of the art is good. There are fluorescent lights used in the fireplace and in the cabinets.
- There are printed guides for each item and large display panels with high contrast around the room.
- There are videos with sub-titles on display at a height of 90cm but are angled tilting upwards.
- The floors are wooden which means that the space can get echoey if

- The second-hand bookshop is accessed on the ground floor by the same entrance as the self-operated lift. The entrance is 70cm wide and is level access with an interior slope to another 70cm wide door.

Tearoom

- The Tearoom is 250m from reception.
- The path drive to the tea-room is hard, compacted gravel. The outside area is brick-paving.
- There is level access to the tea-room by a door at the rear of the seating area.
- The level entrance door is power assisted. The door is activated by a push button on the left-hand side of the door going into the tearoom and on the right side exiting. The door swings outwards. There is another door through the tack room in the stables end of the tea-room which has a single step up and then back down.



- The main level access entrance is 85cm wide.

- The main tea-room had brick floors and walls; this can make the space very noisy and echoey.
- The stables end of the tea-room has an entrance which is 87cm wide.



- The stables are divided into smaller spaces and have cobbled floors but are less noisy.
- The area is lit by track lighting with LED spots. There is also a large glass window letting in natural light. There is fluorescent lighting in the chiller cabinet by the till.
- The tea-room is all on one level.
- The counter height is 90cm. Cakes are displayed on the countertop but is not self-serve. Sandwiches and cold drinks are displayed in a chiller with high shelving.



- Staff are happy to assist visitors as much as they can do to facilitate an easy visit. Please ask for whatever help you need.
- Circulation space can become limited when busy as chairs and pushchairs fill the gaps between tables. Circulation space outside is good and overflow indoor seating is available in the stable part of the tea-room.
- The catering till is equipped with an induction loop. It also has a mobile contactless card payment device.
- Large-handled cutlery and straws are available.
- Some food is produced fresh on site. We have several recipes which are made with gluten free ingredients; however, they are made in an environment where gluten is also used. This is also the case for dairy and meat free recipes. Please ask the counter team for further information about our specialised dietary recipes and pre-packed food.

Food Kiosk

- This area is open on busy days to serve hot drinks and ice-cream from a counter. The door is 120cm wide with access via a small change in level ground.
- The card payment device is contactless and mobile. The ice-cream counter is 80cm high. Tearoom staff are happy to assist anyone unable to reach the counter.



Retail

- The shop is 275m from the reception.
- The path to the shop is compacted gravel.
- Access to the shop is level from the plant center outside.
- The outer door to the shop is propped open. The inner glass door is manual and swings outwards. Staff are happy to assist with opening the door if needed - you can alert them by pushing the door bell on the inner door frame.



- The main front door is 96cm wide, the glass door is 87cm wide.
- The shop is made up of 3 rooms linked together by a tiled and wooden floor. This means the spaces are not echoey but can be noisy and cramped if very full. One of the rooms can only be accessed by a single step.
- The area is lit by a mixture of natural light and ambient pendant lights. Some display cases have inbuilt lighting on the shelving including some fluorescent lighting.

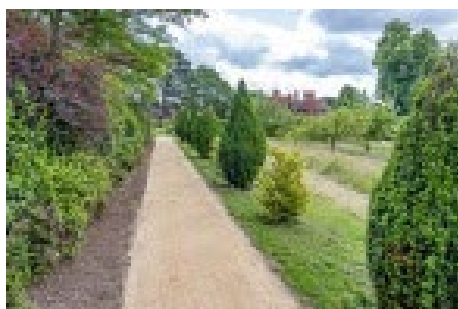
- There are two tills, one in the front section and one in the back. Both have induction loops fitted. The counter in the front of the shop is 91cm high. The counter in the back of the shop is 76cm high.



- Staff are happy to assist with high or out of reach products and with conducting transactions. Both tills have mobile contactless card payment. All items are individually priced; staff will help by reading out prices if needed.

Garden

- A map is available from reception showing the varying difficulties of terrain and access routes around the garden. This also indicates routes which have steps and those which do not. (Please see attached map at the end of this document).
- Apart from the access path from the reception to the main buildings, and the path from through the formal garden and along the top of the large orchard, we currently have no hard paths around the garden. They are all grass (or bark chip when wet).



- There are steps between the garden terraces; none of these have handrails. Non step routes between the terraces are available.
- There are no closed gates on the garden routes unless an area is closed for reseeded/turfing.
- There are numerous benches and seats around the garden. Most are in the formal areas and most seats have arms.
- There are two large ponds in the lower part of the garden which are fed by two streams.

Contact details for more information

T: 01902 760106

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Last Updated: **28 September 2023**

Key to map

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|  Malthouse Gallery |  Second-hand Bookshop |
|  Accessible Parking |  Bike Racks |
|  Toilets |  Steps |
|  Accessible Toilets |  Uneven Footpaths |
|  Tearoom |  Step-free Paths |
|  Shop |  Steep Paths |

