

# Ham House and Garden Access Statement

## Contents

Ham House and Garden .....	2
Contact details.....	2
Opening days.....	2
Accessible equipment available .....	2
Dogs policy .....	3
Route.....	3
Points to note.....	3
Arrival & Parking Facilities .....	3
Signage .....	3
Car park .....	4
Disable car Park .....	4
Pedestrian route to the House.....	4
Arriving by bike or scooter.....	4
Arriving by coach .....	5
Toilets.....	5
Visitor Reception .....	5
The House.....	6
Route to the House from the property entrance.....	6
Accessible Route.....	7
The House .....	7
Catering –Orangery Café .....	8
Indoors.....	10
Outdoors.....	10
Catering – The Ice Cream Parlour.....	11
Retail – Shop.....	11
Retail – Secondhand Book Shop.....	12
Garden.....	13
The Garden Room.....	13
The Still House.....	14
The Ice House.....	14
Map.....	15
Level Access Map.....	16

## Ham House and Garden

A 410-year-old mansion containing original collections of art, ceramics, furniture and textiles surrounded by formal gardens and wildflower meadow.

### Contact details

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Surrey, TW10 7RS

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E-mail: [hamhouse@nationaltrust.org.uk](mailto:hamhouse@nationaltrust.org.uk)

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Twitter: @HamHouseNT

Facebook: HamHouseNT

### Opening days

The property opens 363 days per year (closed Christmas Eve and Christmas Day).

The House is open 12-4pm each day, March to December. **Due to the cold weather combined with the need to have well ventilated rooms, some of the Ground Floor rooms are currently closed to ensure the welfare of both volunteers and historic collection in those spaces.**

**Visitors with limited mobility to use the stairs are advised to contact**

**[HamHouse@nationaltrust.org.uk](mailto:HamHouse@nationaltrust.org.uk) to be informed about the accessible offer in the house.**

### Accessible equipment available

- Wheelchair: 2 manual indoor wheelchairs available for loan in the House.
- Mobility Scooter: 1 personal mobility scooter available for loan from Visitor Reception for use in the Garden. This must be booked in advance and will require a competence test prior to use. To book the mobility scooter please contact Ham House & Garden by phone or email.
- The Garden and grounds have several areas with gravel and cobbled pathways.

- Hearing loop: available in the Visitor Reception, Shop & Orangery café.

## **Dogs policy**

- Assistance dogs are welcome throughout the property.
- Non-assistance dogs are also welcome on short leads in the formal gardens.
- Water bowls available in the shop courtyard and the Orangery Café terrace, which are refilled regularly or can be filled on request.



## **Route**

- There is an accessible route to reach all the different areas of the gardens
- The Garden and grounds have several areas with gravel and cobbled pathways.

## **Points to note**

- There is poor mobile phone reception through some parts of the House.
- Light levels in the House are kept low to protect the collection.
- The House currently has the first floor, ground floor, and Below Stairs floors open to visitors, dependent on volunteer numbers. Only the ground floor is accessible for visitors with mobility limitations. Information regarding the first floor or basement rooms is available from staff on the ground floor.

## **Arrival & Parking Facilities**

### **Signage**

- There are brown road signs from Richmond and the entrance is sign posted.

### **Car park**

- The main car park is council-owned and is situated at the end of Ham Street.
- Car park surface is a mixture of tarmac, earth and gravel areas
- Overflow parking available along surrounding roads.
- Main car & and overflow park are approximately 250m-300m from the Visitor Reception
- It is possible for all vehicles to drop visitors off outside our main entrance.
- Please be aware that some parts of the car park might flood due the daily river Thames tides.

### **Disable car Park**

- For disabled and blue badge holders only
- 6 blue badge holder spaces available located on a gravel and tarmac surface.
- These disabled spaces are the shortest distance from the Visitor Reception.
- Sign posted from Ham street
- Situated through the pay barrier which is the main entrance to the property on the North Terrace
- Barriers are in place at the main entrance to hold vehicles while a member of staff grants them access when safe.
- There are three permanent rumble strips on the avenue up to the disabled car park, with a maximum height of 200mm. There is a maximum speed limit of 5mph which is clearly signposted through the route.

### **Pedestrian route to the House**

- The avenue from the main car park to our visitor reception is shared by vehicles, pedestrians and horses.

### **Arriving by bike or scooter**




- Cycle racks are available alongside the disabled parking at the West end of the North Terrace.
- No cycling is allowed inside the property.

- Children scooters are not allowed in our grounds. They can be parked by the Visitor Reception

### Arriving by coach

- There is no designated coach parking.
- Coaches are instructed to 'drop off' visitors at the main entrance and find parking nearby.
- **The courtesy shuttle bus is not currently available.**

## Toilets

			
Number of cubicles	1	3	1 cubicle with space to turn a wheelchair through 1500mm diameter circle
Urinals	1	0	0
Baby change facilities	1	1	1
Automatic Hand driers	2	2	0
Beacon for hearing-impaired users	0	0	1 (has a fire alarm notice next to it)
Location	In the West Courtyard in front of the shop Disable toilet next to the entrance to the female toilets		
Floor and walls	tiled floors brick/ plaster walled surfaces		
Lights	Fluorescents lights		

## Visitor Reception

- Visitor Reception comprises of a van and a gazebo.
- The van has a window at 5ft high through which it sells tickets
- There is a benched space in the back for membership and customer enquiries.
- The staff entrance to the van office space uses a 'kick-step' up into the side of the van.
- The Visitor Reception area is open and does not comprise of any permanent built

structures.

- Lighting in the van is mainly dependent on daylight with small overhead lighting to supplement.
- The ground surfacing leading up to the Visitor Reception is a mixture of cobbles and gravel which can cause difficulties with wheelchairs and buggies.
- The Visitor Reception area itself is fully graveled.
- There is a hearing loop in operation at the till point located at the van window.
- This area is often very busy with children and dogs.
- Laptops, staff telephones and membership scanners are also present in this area.
- The visitor reception area is located next to the entrance for disabled parking.
  - Staff are situated here to guide cars through this entrance and to hold pedestrians whilst the vehicle is in movement.
  - Children and dogs should be kept under close supervision in this area.

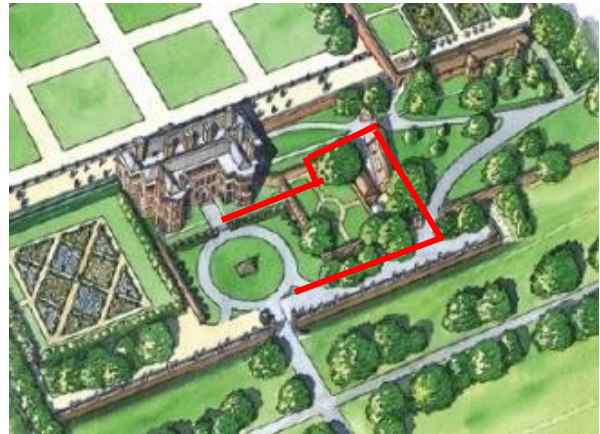
## **The House**

### **Route to the House from the property entrance**

- The distance from the Visitor Reception area to the front door is approximately 50 meters.
- The main path is initially flat but consists of:
  - a cobbled 'turning circle' around the front lawn,
  - a series of 5 steps up to a raised level followed by a further 5 steps leading to the front door
- The main route to the House does not have seating although there are benches situated in the alcoves beside the front door, throughout the Garden and throughout the level access route.

## Accessible Route

- The route in total is approximately 200 meters.
- From the Visitor Reception the route turns right along the North Terrace (which is our blue badge parking area)
- Through the Outer Courtyard and West Courtyard, up a small ramp to the Fountain Garden and through to the front of the house.
- An access ramp is in place for the last 5 steps leading up to the front door of the house.



## The House

- Opened 7 days a week
- Due to the cold weather combined with the need to have well ventilated rooms, some of the Ground Floor rooms are currently closed to ensure the welfare of both volunteers and historic collection in those spaces. Visitors with limited mobility to use the stairs are advised to contact [HamHouse@nationaltrust.org.uk](mailto:HamHouse@nationaltrust.org.uk) to be informed about the accessible offer in the house.
- There is no available lift to the first floor or basement levels of the House.
- Powered mobility vehicles and large powered wheelchairs cannot be accommodated in the House due to the narrow corridors and turning circles.
- Two indoor manual wheelchairs are available for visitors to use in the House. Please call in advance to reserve.
- Pushchairs are unable to be taken around the House due to the limited space.
- The lighting in the House is kept at low levels to protect the historic collection.
- There is very limited seating available to visitors inside the House, in the Marble Dining Room (half-way around the visitor route circuit).
- There are small single steps in and out of some rooms.
  - They are signposted at each instance with 'Mind the step' signage.
  - Staff can put a portable ramp in place to assist access.

- Rucksacks and large bags must be carried on the persons front or held down by the side of those wishing to bring them inside. This is due to narrow passageways and fragile objects close to the visitor route.
- No food or drink can be brought into the House and must be left outside or finished before entry. Bottled water is the only exception to this.
- The entrance to the House is through the main front door.
- The exit to the House is through the basement which includes 7 steps from the kitchen level to the inner courtyard level.
- Wheelchair users can exit through the main entrance of the house.

## Catering –Orangery Café



- The Orangery Café is situated in the Kitchen Garden on the west side of the House
- The pathway is a graveled surface.
- The main entrance to the Kitchen Garden has 4 steps leading down to the terrace at the front of the Café.
- The main doorway to the Orangery Café:
  - has 1 step leading into the building
  - Is approx. 1 meter in width, or approx. 2 meters when fully opened.
  - This entrance is usually open to at least 90 degrees and is non-power assisted.
  - The doors open outwards.
- There is a second doorway which is also available. It has the same dimensions and function as the main entrance.



- An access ramp is available on request and catering team can assist if required.
- There is a level access route that travels to the right, behind and around the back of the Orangery which also leads around to the terrace.

## Indoors



- There is a fixed hearing loop at each till.
- If queuing is difficult please ask catering staff for assistance.
- The counter in the Orangery Café is approx. 95cm high.
- Tables are approximately 80cm high and have a mixture of removable chairs which can allow accommodation for wheelchairs.
- The width between the tables is arranged to aid social distancing.
- Menus are only available on blackboards however staff can assist with explaining menu if required.
- The floor is wooden
- Wall surfaces are plaster and brick.
- Lighting is spotlights with single bulbs.

## Outdoors

- Outdoor seating with tables is available all year round on a graveled terrace in the Kitchen Garden.
- Several white canopy umbrellas are situated amongst the tables but are taken down in high winds for safety.
- The width between the tables outside is arranged to aid social distancing.

## Catering – The Ice Cream Parlour

- Location: West Courtyard, next to the toilets and the shop
- Accessed across a cobbled courtyard or gravel pathway.
- There is only one door 2 meters wide as a way in and out
- This door is kept wide open when the parlour is open
- There is sufficient space here to use a powered mobility vehicle or powered wheelchair.
- There is circulation space between the display fixtures of at least 2 meters.
- The counter is approx. 95cm high. Staff can assist with service.
- Till here does not include a hearing loop.
- Menus are only available on blackboards behind the counter however, staff can assist with explaining the menu if required.
- Lighting is by single bulb spotlights and daylight.



## Retail – Shop

- The Shop is open Wednesday to Sunday each week.
- At the moment there is a one way system in place: side door works as an entrance and main doorways as exit.
- The main doorway:
  - is approx. 1 meter in width
  - Glass door opening inwards to at least 90 degrees
  - The door is non-power operated and, has level access via the toilet courtyard.
- The side door entrance
  - Is over 1 meter in width
  - opens inwards to at least 90 degrees
  - It is accessed via the main courtyard over a cobbled pathway.

- The floor is carpeted.
- Lighting is single bulbs and spotlights.
- The counter is approx. 1 metre high - staff and volunteers can assist with service here.
- There is a hearing loop at the till.
- There is circulation space between the display fixtures of at least 2 metres
- Some of the goods on the central tables and shelving units are within reach of wheelchair users and children.
- Staff and volunteers can help and with lifting and carrying goods if required.
- There is sufficient space here to use a powered mobility vehicle or powered wheelchair.
- Staff and volunteers are available to assist with reaching any items that may be above an accessible height.



## **Retail – Secondhand Book Shop**

- Location: West Courtyard, next to the toilets and the shop
- Accessed across a cobbled courtyard or gravel pathway.
- There is only one door 2 meters wide as a way in and out
- This door is kept wide open when the shop is open
- There is sufficient space here to use a powered mobility vehicle or powered wheelchair.
- There is circulation space between the display fixtures of at least 2 meters.
- 2.m high shelves are allocated around by the walls around the room
- There is a display table approx. 95cm high.
- The shop is no maned, but support can be requested at the Shop.
- Lighting is by single bulb spotlights and daylight.

## Garden

- The Garden is set around the House comprising of walled gardens, terraces, courtyards and a 'wilderness'.
- Access route maps of the Garden are available from our Visitor Reception.
- Access routes:
  - Cherry Garden accessible from the Visitor Reception
  - South Terrace accessible through Cherry Garden Route
  - Orangery Café, Kitchen Garden, Plats and Wilderness only accessible via the level access route past the Orangery,
- Path surfaces vary between gravel, paving stones and grass.
- There are several benches situated around the Garden.
- Not all steps in the Garden have a handrail due to their historic nature.



## The Garden Room

- The Garden Room is situated near the shop and opposite the exit to the mansion.
- It is accessed across a cobbled courtyard.
- The main doorway is approx. 1 metre wide – this door is always kept wide open and is the only way in and out of the small building.
- A wooden ramp is provided to aid with level access across a 20cm tall step in the doorway.
- Lighting is by single bulb spotlights and daylight.
- There are wooden benches available for seating inside against the walls.
- There is circulation space between the display fixtures and walls of at least 2 metres.
- There is limited but sufficient space here to use a powered mobility vehicle or powered wheelchair.

## **The Still House**

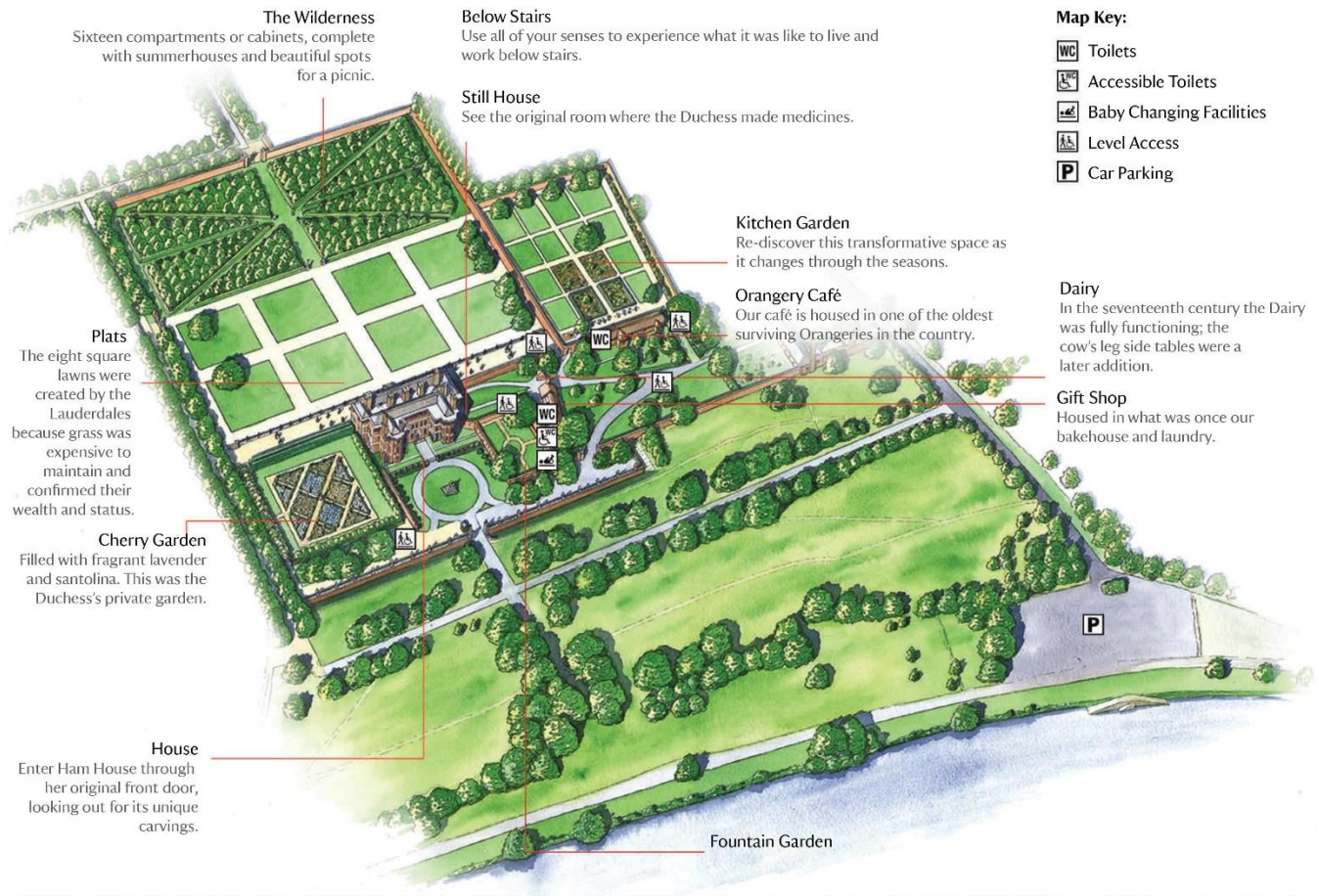
- The Still House is situated next to the exit of the mansion on the west side.
- This is accessed across a cobbled courtyard.
- This room has a barrier at the door but can be viewed from the doorway hatch, approx. 1.2 metres high has a barrier at the door but can be viewed from the doorway.

## **The Ice House**

- The Still House is situated next to the exit of the mansion on the west side.
- This is accessed across a cobbled courtyard.
- This room is currently closed to the public.



# Map



**Date**

August 2021

## Level Access Map