

Horsey Windpump Access Statement

Horsey Windpump, Somerton Road, Horsey, Great Yarmouth, NR29 4EE

T: 01263 740 241

E: horseywindpump@nationaltrust.org.uk

Introduction

- Horsey Windpump is a drainage mill in the heart of the Norfolk Broads. The site is home to not only the windpump itself, but Horsey Mere and staithe, a wildlife garden and an orchard. The property gets busy with moorings during the peak season from April through to October. During wet weather, the grass areas along the bank of the staithe and in the overflow carpark can become wet and muddy causing slippery conditions. The entrance of the property is opposite the walking route towards the beach and visitors must cross a fast coastal road where there's a blind bend. The cafe and outside seating area run along the road without any railings but there is an embankment. New hedging was planted in 2021, which will shield benches from the road when fully grown.
- **An accessible path to the windpump and on to the viewpoint from the car park was completed in 2023.**
- Mobile reception at Horsey is generally good, with some patches of bad internet reception. The site itself is relatively small, therefore, it should usually be possible to find someone in the visitor welcome building, tea-room, or windpump. When these are closed, there will be no staff onsite so please call the relevant emergency services if required.
- Assistance dogs are welcomed to Horsey. We ask that dogs be kept on leads but are permitted in all areas of the site, apart from the windpump where we do allow assistance dogs but due to the nature of the building, we strongly advise against this. Dogs are also not allowed inside the tearoom which is now not accessible to visitors.
- The windpump has 62 steps out to the cap, which are quite steep and not recommended for those with a physical impairment and only the ground floor is accessible to those in wheelchairs. When climbing the stairs in the Windpump, visitors are advised to take off backpacks and child carriers.
- There is a subtitled film of the upper floors on request.

Arrival & Parking Facilities

- There are over five brown signs positioned in the surrounding area and they are: three along the A149 at Stalham and Martham, one at the double mini roundabout in Stalham, one at Ingham corner at the Happisburgh/Sea Palling junction and one in West Somerton by The Lion pub.
- There are four designated accessible parking spaces positioned in the car park right next to the visitor reception building. The car park has tarmac surface with grass running in the centre and around the edge. There is a small overflow car park positioned next to the visitor reception building and the entrance of the property, however the surface is grass and therefore, access is poor for those with mobility impairments.
- From the car park, it is 91m to the cafe and 154m to the Windpump. The pathway leading to the cafe and the Windpump is fine gravel.

WCs

- There is one accessible toilet situated in the middle of the toilet block which is adjacent to the car park. The accessible toilet does have an emergency alarm which can be heard in the surrounding area.
- The accessible toilet is 1700mm x 1900mm with the door width of 890mm which is right-hand transfer with a fold down handrail on the left-hand side.
- There is no Changing Places facility.
- There are male and female toilets in individual cubicles at either end of the toilet block.
- There are small windows at the top that lets in some natural light, but it is fully lit using sensorised artificial light bulbs and contains an automatic hand drier.
- Paper towels are available for those with sensitivities to loud noises, in the accessible toilet.

Visitor Reception

- There is lino flooring throughout reception area with composite, portacabin walls.
- The entrance is level apart from a small bump at the bottom of the doorframe and the reception area opens into space, but it is accessible.
- Anti-slip paint has been applied to the entrance of this space.
- The entrance door is 0.95m wide and is manually operated which opens inwards. Staff/volunteers can assist in the opening and closing of the door if needed.
- There is a podium reception desk with measurements of 970mm x 610mm x 460mm and the table is 760mm x 790mm x 790mm.
- There are two windows letting natural light in and there are fluorescent bulbs which brightens the room up. The entrance door is also left open adding additional light.
- There are four storage seats available, but none have armrests.
- There is an induction loop available within visitor reception.
- One member of staff can use the BSL only to spell.
- There is one wheelchair to loan.
- Maps of the site are available in both small print and large print. No braille maps are available

House

- The path's surface leading up to the Windpump is fine gravel, with grass surrounding alongside
- The Windpump is accessed via manual double doors at the end of the pathway and there is a ramp leading into the building. The doors are held back with hooks. Staff/volunteers can assist with opening the doors.
- There is another door situated at the top of the Windpump leading from inside the top of the cap out onto the balcony outside. The door is pinned back with a hook and only five people are permitted to be on the balcony at any one time. The route to the top consists of 61 open tread, steep stairs
- There are windows on each level of the four floors letting in natural light and also artificial light on each floor.
- The surfaces consist of concrete and wooden flooring.

- There are three seats with armrests available inside the building
- A volunteer is situated on the ground and top floor, however, if there is only one volunteer in then the access to the outside cap area is closed and there is only one volunteer situated on the ground floor.
- Braille guide and subtitled film available on request

Catering

- The distance from the carpark/visitor reception to the cafe is 91m
- The pathway is fine gravel with grass on either side
- There is a picnic area with accessible benches in an outside seating area, which is gravel covered with pea shingle
- Inside the cafe is only open to staff members. There is a small door frame lip along the bottom of the entrance.
- The door is manually operated and is left open weather dependant, but staff/volunteers can assist with opening if required. The door is 720mm wide.
- There is a circulation space of 1600mm between the displays and the tables
- The flooring is lino
- The area is lit by both natural and artificial lighting
- The table heights are 730mm and the counter height in the kitchen area is 1010mm and only used by staff, unless the hatch window is open for visitors
- Till point has an induction loop
- Menus are written by hand on chalk boards near the kitchen area; there are no braille menus
- One large, handled mug and plastic straws

Garden

- A small sensory garden is situated by the WCs on the left-hand side with a flat paved pathway route between it.
- There are no steps, and it is accessible for all visitors
- There is no interpretation
- There is two accessible benches
- There is one raised pond
- There is an orchard situated next to the staff/office area and overflow carpark, all grass surface with a cut pathway running through the middle to a bench at the far end. A row of apple trees run along the long edges of the orchard. There is no interpretation. There is a small bench with no arm rests.

Contact details for more information

T: 01263 740 241

E: horsey.windpump@nationaltrust.org.uk

Date: 01 January 2024

Map

