

The Children's Country House at Sudbury

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This guide provides information about physical access at The Children's Country House at Sudbury. This statement is available in large print, braille and as an audio file by contacting the property.

Points to note:

- Mobile phone signal is reasonable across the site, though there are areas where it is poor.
- Assistance dogs are welcome in all areas of the property and there is a water bowl in the Stableyard, and another adjacent to Visitor Services.
- Manual wheelchairs are available to borrow, free of charge. Please note that these require assistance to push.
- There are two all-terrain wheelchairs available to borrow, free of charge. One of these can be self-propelled and the other requires assistance to push.
- Admission is free for carers or companions accompanying a disabled visitor.
- There are a number of quieter spaces around the property, notably our Access Hub in the Hall, and the Sensory Room in the Stableyard. You can use these spaces by asking a member of staff for assistance.
- There are sensory backpacks available on request from Visitor Services and the Hall, along with child sized ear defenders.
- Light levels in the Hall and Museum vary, and in some areas light levels are low to protect the collection.
- At present, there are induction loops in Visitor Services, the Café and the Fundraising Shop. There is a portable induction loop available if needed.

Arrival & Parking Facilities

The car park is located around 400m from the Stableyard and is well signposted with brown signs from both directions.

- The carpark surface is gravelled with plastic ground stabilisers.
- There are 20 designated spaces for disabled visitors in the main car park.
- The carparking area is approximately 460m from the visitor reception building.
- A wheelchair accessible electric vehicle is available to transport passengers between the carpark and the property. This is a free service with no need to prebook. Please call the number displayed in the carpark on arrival.
- Should the carpark become full, there is an overflow carpark on the adjacent field. Parking is on the grass and is uneven in areas.
- From the carpark there is a pathway of around 200m. This pathway is smooth, hard standing and flat. There are three benches along the pathway.
- At the end of the pathway there is a gate. Visitors then cross Sudbury Main Road, which has a 30mph speed limit. Once across the road it is a further 175m from the road to the Hall. The pathway is a hard, smooth surface.

WCs

The main public toilets are in the Stableyard, next to Visitor Services.

- In the Stableyard there is an accessible toilet, a baby change facility, and a Changing Places Toilet.
- Entry to the main toilets is level, however there is a cobbled area directly outside the entrance.
- All toilets have automatic hand driers and are well lit.
- Entry to the changing places toilet is over a cobbled area, and via a small threshold ramp.
- The Changing Places Toilet meets the required standards to be recognised as an official Changing Places Toilet. This includes a large, wall-mounted changing table, a hoist (please bring your own sling) and a screen for privacy, along with a toilet with two handles and a sink. There is a red cord which can be used to summon assistance if required. The Changing Places toilet is accessed via a radar key, which can be borrowed from Visitor Services if required.
- Additional toilets are located in the Great Stairhead Chamber, the Ground Floor Corridor and the Future within the Hall.
- There are two accessible toilets within the Museum – one in the Digital Playground and one in the Home Gallery.

Visitor Reception

All Visitors are asked to report to Visitor Services upon arrival. There is a large gate outside Visitor Services, with smaller entry and exit gates into the Stableyard.

- The area directly outside of Visitor Services and through the gates into the Stableyard is cobbled.
- The Visitor Services building is level entry with stone flooring.
- The height of the reception desk is over 1m, with a lower section of 750mm.
- There are 3 chairs (without armrests) available inside Visitor Services and four small 'stools'.
- There is an induction loop available at the reception desk.
- Manual wheelchairs and all-terrain wheelchairs are available to borrow from Visitor Services. These do not need to be prebooked.

The Stableyard

- Within the Stableyard you will find Visitor Services, Toilets, the Café and the entrance to The Children's Country House Museum. There is also a gate, kept open during opening hours, which leads to the Gardens.
- The pathway in the Stableyard is hard and smooth, with adjoining cobbled areas immediately outside the Toilets, Café, Museum Entrance and Fundraising Shop.
- The Stableyard has a large, grassed area in the middle. There are several picnic tables and large trees across this area.

The Hall

- The Hall is approximately 100m away from the visitor reception building.
- The pathway to the Hall is flat, smooth and hardstanding.

- Access into the Hall is via approximately 10 shallow, stone steps with no handrail. Through the main door is a second small set of steps covered by a ramp. There is ramp access to the main door from the right-hand side of the building.
- Due to the historic and fragile nature of the stone floor and walls inside the Hall, we are unable to allow electric mobility scooters or electric wheelchairs within the Hall, as the vibrations may damage the building. We ask those who are able to transfer into a manual wheelchair to do so; these can be borrowed on site.
- Backpacks should be removed and stored or carried by their handles.
- Pushchairs can be swapped for baby carriers at parents' own discretion. We do not allow large back-pack style baby carriers into the Hall.
- There is step-free access throughout the ground floor of the Hall. On completing the circuit including the Library, please turn around and come back via the visitor route to avoid the step back down into the Entrance Hall.
- The first floor can be reached via a staircase of 28 wide, shallow steps with a half landing in the middle. There are wide, ornate, wooden balustrades (approximately 95cm high) to each side which have a handrail along the top.
- The World Below, in the Basement, is accessible via a steep, stone staircase with a half-spiral in the middle. There is no handrail, but there is a traditional rope handle. There is an additional staircase which is similar and allows visitors to move between the Future (formally Billiard Room) and Hall Exit.
- The majority of the rooms within the Hall contain seating. There are various different seating options, including chairs with arms and backrests.
- All areas within the Hall can be viewed whilst on site using our interactive virtual tour. Please ask a member of staff for details.
- Large print guides are available.
- Some of the rooms in the Hall are carpeted, but others have stone or wooden flooring so may be echoey.
- The first room of the Hall, the Portal, is where you will be given a welcome speech, which contains an overhead projection with moving images and sound.
- The Saloon is dimly lit and contains a pink neon sign and rotating, light up disco balls which cause shadows around the room. Gentle music is also played within this room.
- Staff and volunteers are stationed within the Hall to help you enjoy your visit. All staff and volunteers will be wearing a branded blue polo shirt.
- Toilets are located in the Great Stairhead Chamber (first floor), the Ground Floor Corridor and the Future (basement).
- For those who are unable to access the first floor and basement, or for those who would like a quiet space away from the main visitor route, there is a ground floor room called the 'Access Hub'. This room contains seating, activities from the Hall and sensory packs.

The Children's Country House Museum

- The Children's Country House Museum is approximately 40m from the Visitor Services building.
- The immediate area around the door to the Museum is cobbled. The cobbles cover 3.1m by 3.9m.
- Access to the Museum is through a door in the Stableyard. The door is 120cm wide and always open when the property is open.
- The Museum is laid out over two floors. There is a lift which gives access to both floors. The lift entrance is 80cm wide.

- The flooring in the museum is level throughout and is mainly carpeted with small areas of linoleum.
- Most of the galleries in the museum have cases throughout the rooms, but there are good turning spaces in all areas of the Museum.
- There is a small staircase, which forms part of the main staircase, to the Space Room. This staircase consists of 5 steps. There is a handrail on each side of this staircase. There is no step free access to this room, but it can be viewed on our Virtual Tour.
- The main staircase between the floors of the Museum consists of 26 stairs in total. There are two small landing areas on this staircase and there is a single handrail.
- On the first floor there is a wide staircase between 'Toys 1' and 'Toys 2'. This staircase contains 5 steps and there is a handrail. The lift can be used instead of these stairs.
- To exit the Museum is down a staircase of 24 stairs, with a single handrail. This staircase leads back into the Stableyard. The lift can be used instead of this staircase, where you will exit through the Museum Entrance.
- There are a combination of chairs and sofas throughout the Museum which can be used to sit on.
- Pushchairs can be swapped for baby carriers at parents' own discretion.
- Most of the galleries in the Museum are well lit. The Work Tunnel, Stories Corridor and Space Room are dimly lit and contain sound.
- Staff and volunteers are stationed on the Museum Entrance to help you enjoy your visit. All staff and volunteers will be wearing a branded blue polo shirt.
- There are two accessible toilets within the Museum – one in the Digital Playground (first floor) and one in the Home Gallery (ground floor).

The Fairytale Forest Café

- The Fairytale Forest Café is approximately 30m away from the visitor reception building.
- The pathway to the café doors is cobbled.
- Entrance to the café is via double doors from the Stableyard. This doorway is 218cm wide when both doors are open and 107cm wide when one door is open.
- The flooring in the café is original brick and is mainly flat, with some areas being slightly uneven.
- The café has a very high ceiling which has acoustic panels fitted. This means that the space can sometimes be echoey when busy.
- Drinking water is available, free of charge at all times. This is in a large self-service container with a tap to operate. Glasses and cups are provided.
- The counter is 90cm high from the floor. There are two till points with detachable chip and pin machines.
- There is an induction loop available at the till points.
- All food and drink need to be ordered at the counter. Drinks and light refreshments are collected from the counter and main meals will be delivered to your table.
- Trays are available for carrying food and drinks, and members of staff will assist whenever needed.
- The seating in the café is a combination of chairs and tables with some booths and bench seating. There are a variety of styles of chair, some with arms. The chairs are freestanding, and can be moved for comfort or removed to accommodate a wheelchair.
- There is good circulation space and turning circles throughout the café.

- The café has two floors. The upstairs seating area is reached by 26 stairs, which has a landing halfway. There are handrails on each side. Alternatively, there is a platform lift between the floors.
- There is seating for approximately 34 people downstairs and approximately 76 people upstairs.
- Upstairs in the café is a log burning fire which is lit in cold weather. This has a fire guard around it for safety.
- Large handled cutlery, double handled mugs, and straws are available upon request.

Fundraising Shop

- The Fundraising Shop is approximately 50m away from the Visitor Services building.
- The path leading to and directly outside the Fundraising Shop is flat and smooth.
- Entrance to the Fundraising Shop is through a door in the Stableyard. This door is approximately 115cm wide and there is a slight step up with a rubber ramp.
- The flooring within the Fundraising Shop is flat and carpeted.
- Inside the Fundraising Shop it is well lit with both natural and artificial light.
- There are often gentle thunderstorm/jungle sounds played in the Fundraising Shop. This can be turned off if required. Please ask a member of staff for assistance.
- There is circulation space of 1200mm between the display stands.
- There is an induction loop at the till point.
- Volunteers are sometimes stationed within the Fundraising Shop. You will be able to identify them by a branded, blue polo shirt. Volunteers are available to assist reaching down to items to view if they cannot be reached by customers. If there is no volunteer, please ask for assistance at Visitor Services.

Activity Hub

The Activity Hub is the perfect place for crafting during your visit. Seasonal and themed crafts to encourage you to release your inner creativity.

- The Activity Hub is approximately 15m away from the Visitor Services building.
- Entrance to the Activity Hub is through a door in the Stableyard. This door is 91cm wide and there is a slight step up with a rubber ramp.
- The Activity Hub is made up for 4 bays. The layout of the bays will change depending on the activities offered.
- The flooring is original stone and cobbles, with some areas being slightly uneven.
- The Activity Hub is well lit and there is sometimes quiet music being played.

Gardens

- The Gardens are at the back of the property and accessed through a large gate, which is always open during opening hours.
- The Gardens are mainly grassed and very uneven.
- Just after the gate, on the right-hand side, there is a steep slope upwards to the terraces. The surface of the slope is a combination of earth, brick, and tree roots. It can become very muddy in wet weather.

- At the top of this slope there are rectangular walkways. The surfacing here is large, loose gravel. There are paths off these walkways, accessed by steps at different points. These are historic steps and so have a variety of heights and depths. These steps do not have handrails.
- At the bottom of the garden is a large lake and a Boathouse.
- The edge of the lake has a reedbed which can make it difficult to see where the lake begins.
- Access to the Boathouse is via uneven grass. This can become muddy and slippery when wet.

Play area

- Access to the play area is through the Garden gate from the Stableyard, and to the left-hand side under some trees.
- This area can get muddy and slippery in wet weather.
- The play equipment is mostly made from wood, with some metal and rope.
- The play area is covered by trees so light levels fluctuate and it can be quite dark.
- The ground in the play area is dirt with wood chippings near the play equipment.
- The surface here is very uneven.

Contact details for more information

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