

## **Coughton Court Access Statement**

Coughton Court, Nr Alcester, Warwickshire, B49 5JA

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### **Introduction**

1. Coughton Court is a Tudor mansion set amongst gardens on the flood plain of the nearby river Arrow. Whilst the general ground level does not have any steep inclines the historic house show rooms are on different levels (no lift) and the garden paths are gravelled rather than concrete/tarmac.
2. General mobile phone reception is good for calls and emergency calls across the networks though rarely strong enough for data or internet calls. If you have an emergency on site you can call 01789400777 which goes directly to our office.
3. Assistance dogs are welcome in the house and grounds. We allow dogs in the car parks and across the wider estate walks and footpaths but not in the formal gardens around the house or in the house itself.
4. There are lakes, streams and a fast flowing river in and around the gardens, often without modern barriers such as railings. In the house we may ask that large bags and children's pushchairs be left with a volunteer in the entrance hall for the duration of your house visit.
5. We are in the preparation stages of a large conservation project so there may be building works that are louder or more disruptive than usual. We offer sensory bags which include ear defenders to borrow for the duration of your visit from the Visitor Welcome Centre.

### **Arrival & Parking Facilities**

1. The site is easy to find and clearly signposted on brown signs from the busy A435 road.
2. There are 3 low (75mm) speed bumps on the main drives entering and leaving the property.
3. There are 10 designated accessible parking bays for visitors in the main car park. These are all within 25 metres from the visitor welcome building.
4. The car parks are a mix of compressed gravel and grass.
5. Due to the compact nature of the site we do not have a transfer vehicle. There is a drop off point for disabled passengers in the private Throckmorton car park next to the shop.
6. During busy period (weekends, school holidays and bank holidays) we use a field, adjacent to the grassed car park as overflow parking – also grassed.

### **WCs**

1. There is an accessible toilet in the main Stable Yard opposite the restaurant.
2. The accessible toilet is 2.2m by 2.6m.
3. The accessible WC has both left and right handrails.
4. There are no changing places facilities suitable for adults. A baby change station is situated next to the accessible toilet in the Stable Yard.
5. This area is largely lit by artificial lights using fluorescent bulbs.
6. All of the WCs (both accessible and non-accessible) have automatic hand driers and fluorescent lighting.

## Visitor Welcome Centre

1. The Welcome Centre is wooden structure with laminate floor throughout.
2. There is a wooden ramp leading up to the decking in front of the Welcome Centre. There is then a rubber ramp which leads inside to the Welcome Centre.
3. The main double doorway is 1370mm wide, and the side doorway is 800mm wide.
4. The doors are manually opened and are then hooked open.
5. The area is well lit by natural light from two windows either side of the doors. There is also a LED light bulb for the area.
6. There is an induction loop available at the till in the Welcome Centre.
7. 3 manual wheelchairs are available for loan from the Welcome Centre if you ask a member of the team. There is also 1 Powered Mobility Vehicle (All Terrain Trampler) available for hire on a first come first serve basis and is not bookable.
8. There are 3 sensory bags including ear defenders available to borrow during your visit if you ask a member of the team.
9. Inside the Welcome Centre there is a Membership Sign up table with stools to sit at.
10. There are printed accessible map guides available from our Welcome Centre.

## Retail

1. The shop entrance is via a gentle ramp from the outside and there is a stone floor throughout.
2. The shop is approximately 20m from the Car Park and Welcome Centre and the paths outside are gravel.
3. The door is 800mm wide.
4. The entrance door is manually opened, and staff/volunteers are inside and can assist with opening the door if required.
5. There are no transaction desks or barriers before entering the property
6. The area is well lit by natural light from a wall of windows, supplemented by a mix of halogen/LED spot and fluorescent bulbs.
7. There is an induction loop available at the payment point (till).
9. Staff can assist with reaching for items if they cannot be reached by visitors and can assist with telling visitors the price of items.

## House

1. The house entrances are approximately 100 metres from the car park and Visitor Welcome Centre.
2. The surface of the paths to and outside the House are gravel.
3. Entrance to the house is via wooden shallow ramps to avoid the raised threshold of the large door.
4. The entrance door is manual opening and is 95cm wide and it opens inwards. Staff/volunteers assist with opening the door if required as they are just inside the front door.
5. There is an alternative, wider ground floor entrance that can be accessed on request, through the Saloon. This entrance door is 115cm wide.

6. Entrance to the house is staggered; a group is only allowed to enter when the previous group has left the entrance hall.
7. At busy times you may have to wait to enter. The queue is outdoors on a compacted gravel path.
8. The route around the house is signposted.
9. A lot of the rooms in the house don't have many soft furnishings which may cause sound echoes.
10. The historic house windows mean we rely on electric light – predominantly LED bulbs in the original antique fixtures – supplemented with modern standing lamps and display spotlights. Some display cases are internally lit.
11. The means of access to the upper floors is by staircase only – the cantilevered stone staircase has a central carpet runner and historic metal balustrade with wooden inlay handrail.
12. There is space to turn a wheelchair easily in each room (requirement of 1500mm diameter circle) though many of the ground floor corridors are not suitable for this.
13. There is seating available in each room for visitors in the historic house.
14. There are volunteers in approximately 75% of rooms on most days.
15. There is a volunteer WC on the ground floor of the house for our volunteers to use which can be used by visitors on request if there is a need.
16. The sharp turns and narrow corridors make Coughton's historic house unsuitable for most motorised assistance vehicles. Smaller scale electronically powered wheelchairs can access the ground floor (entrance hall, corridors, Saloon and Lady Lillians).
17. A quiet area on the ground floor can be made available on request, if there is a need.
18. Braille guides and large print guides are available upon request in the front hall / entrance of the house. There are also written language guides available upon request in French, German, Polish, Italian, Spanish and Arabic.

## Food and Beverage

1. The surface of the paths to and outside the cafe are gravel.
2. The café entrance is approximately 20 metres from the shop and 40 metres from the car park and Welcome Centre.
3. The entrance door is manual opening, and is 1.5 metres wide and it open outwards. Staff/volunteers assist with opening the door if required as they are just inside the servery.
4. The café room floors have some soft furnishings but there may still be some sound echoes.
5. The historic windows mean we rely on electric light – predominantly LED bulbs.
6. The means of access to the upper floor is by staircase only.
7. There is space to turn a wheelchair easily in each room (requirement of 1.5 metres diameter circle) though many of the landings and corridors are not suitable for this. The counter height is 850mm.
8. Circulation space around the tables is less than 1.2 metres. Please call the property in advance to discuss any access needs.
9. Till points have induction loops.
10. Menus are not routinely available in large print and Braille.
11. We have large handled cutlery, double handled mugs, and straws available on request.

## **Exhibition space**

1. The building entrance is approximately 30 meters from the shop and 50 meters from the Welcome Centre and car parks.
2. The surface of the paths to and outside the building are gravel and a small area of brick paving.
3. Entrance to the building is level.
4. The entrance door is manual opening, and is 1200mm wide and it opens outwards. The doors are hooked open.
5. In addition to the large windows and natural light we rely on electric light – predominantly LED bulbs and display spotlights

## **Garden**

1. A map of the garden showing gravel paths and materials of other pathways is available at the Visitor Welcome Centre.
2. The vast majority of the gardens are on the level flood plain of the nearby river with any gradients on paths very gentle/shallow. There are no steps on the main gravel paths.
3. The walled garden has a gate that opens at 12 noon on most days and closes at 5pm – once opened it is locked into place until closed.
4. There is some ground-level written interpretation throughout the garden.
5. There are garden benches for public use throughout the gardens.
6. The gardens include a bog garden, lake, ponds, streams and are bordered by a river.

## **Bookshop**

- 1) The book shop is approximately 30 metres from the retail shop and 50 metres from the Welcome Centre and Car park.
- 2) The surface of the paths towards the book shop are gravel paths and some paved walkway.
- 3) The entrance door is manually opened and is hooked open.
- 4) The lighting in the book shop is fluorescent but well-lit from natural light through the windows.
- 5) The doorway is 800mm wide.
- 6) There is a wooden ramp with a gentle gradient to access the book shop.

## **Contact details for more information**

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