

Ightham Mote Access Statement

Ightham Mote, Mote Road, Ivy Hatch, Sevenoaks, Kent TN15 0NT

T: 01732 810378

E: ighthammote@nationaltrust.org.uk

Introduction

1. Hidden in a secluded Kent valley, Ightham Mote is a perfectly preserved medieval moated manor house. In the tranquil gardens there are streams and lakes fed by natural springs, an orchard, flower borders and a cutting garden. There are some steep slopes, but a buggy transfer is available and there is an accessible route around the gardens. Whilst the first floor of the house is not accessible, there is a digital photo album of images of the first floor rooms and it is possible for wheelchair visitors to visit the ground floor of the house
2. Mobile phone reception is limited across the site. In an emergency, please make contact on the phone number above as soon as you can or alert a team member
3. Between November and February dogs are welcome on short leads in the garden. Outside of these months, assistance dogs only are welcome in the garden and house. The wider estate is open all year round for dog walking

Arrival & Parking Facilities

4. The property is in a secluded area of the Kent countryside. There are brown signs on the A227 (6 miles north of Tonbridge) and the A25 (6 miles south of Sevenoaks). For Sat Nav please use TN15 0NU
5. The property is approached via a tarmacked driveway (downhill) from Mote Road. 15 miles per hour speed restriction signs are displayed at intervals on the driveway. There are four speed humps along the length of the driveway, each approx. 2" (5cm) high and 20" (50cm) wide
6. There are eight designated spaces for disabled visitors in the main walled garden car park. These spaces are adjacent to the visitor reception building
7. The walled garden car park surface consists of large gravel lumps and compacted earth. This is the same for the designated parking area for disabled visitors which has fairly level disembarkation
8. A buggy service operates from Visitor Reception to the lower gate adjacent to the house/shop. The buggy can be called from Visitor Reception or the Shop and is able to accommodate wheelchairs
9. It is possible to drop visitors off at the lower gate if all the designated car park spaces are full or the transfer vehicle is inaccessible to them



Above: the buggy parked by the Lower Gate

WCs

Coach House Shop Toilets

10. Lavatories are situated adjacent to the Shop
11. Access is via a cobbled and concrete surround, which abuts approximately ½" (1.25cm) - this area is uneven
12. There is a stable doorway – 43" (108cm) wide, 84" (210cm) in height
13. The unisex accessible /baby changing cubicle is situated opposite the toilet entrance and is signposted:
 - The cubicle door is 34" (85cm) wide is hinged on left hand side, and 78" (195cm) in height
 - Turning space is 46" (115cm)
 - It has an emergency cord
 - The accessible WC is right hand transfer
14. There are non-disabled signposted facilities: there is a female section adjacent to the entrance on the left-hand side with 5 separate WC cubicles. The male facilities are situated adjacent to the entrance on the right-hand side – there are 3 WC cubicles and 3 urinals
15. There are currently no Changing Places facilities (WC with adult changing table and hoist)
16. Both the accessible and non-accessible toilets have automatic hand driers and LED lights

Mote Café Toilets

17. Lavatories are situated adjacent to the Café and can be accessed via a bonded gravel pathway

18. There is one accessible WC which is marked for disabled use:
 - It is accessed from the outside; the door is 37" (94cm) wide by 78" (198cm) high and is hinged on right hand side
 - The room is 71x87" (180x220cm) with a turning space of 41" (105cm)
 - It has an emergency cord
 - The accessible WC is right hand transfer
 - There is no automatic hand dryer
 - There is some natural light and an LED light
19. In main block there are separate and signposted male, female and baby changing facilities. There are 4 cubicles in the female area. In the male area, there is 1 cubicle and 1 urinal. There is one separate room for baby changing with a cubicle
20. Throughout the toilet block there is level, tiled flooring
21. There is 1 automatic hand dryer in the male and 1 in the female facilities
22. There is some natural light and a fluorescent light in each area
23. There are currently no Changing Places facilities (WC with adult changing table and hoist)

Visitor Reception

24. Visitor Reception is adjacent to the Walled Garden car park



Above: The Visitor Reception Building

25. The building is carpeted and is therefore likely to absorb sound echoes

26. The entrance is via level access double doors (width 58" / 145cm). They are manual and open outwards. Staff/volunteers can assist with opening the door if required
27. The reception desk is 35" (90cm) high. Staff will come round to talk to someone who cannot see over or reach up to the desk and a clipboard is available for visitors to use if they need to write
28. The area has lots of natural light, supplemented by LED bulbs
29. Two chairs are available at the Membership desk (neither have armrests)
30. An induction loop is available at the reception desk only
31. A manual wheelchair is available for loan – booking is not required
32. A Trampler (powered mobility vehicle) is available for loan (free of charge). It can be used in the grounds and on selected walks on the estate. Visitors need to book in advance by calling Ightham Mote (Visitor Reception and the main office can both take bookings)



Above left: A Trampler is available for loan

Above right: The slope up to Visitor Reception from the north-east corner of the House

House

33. The House is approximately 124m from Visitor Reception
34. From Visitor Reception there is a 1:5 resin bonded gravel slope which leads down to the north-east corner of the House (see above image)
35. To avoid the slope, directions can be provided by Visitor Reception for an alternative disembarkation point, situated adjacent to the House, with parking on the public bridleway. Access via wooden double gate – 106" (265cm) wide
36. A buggy service also operates from visitor reception to the lower gate adjacent to the house/shop. The buggy can be called from Visitor Reception or the Shop and is able to accommodate wheelchairs
37. There are gravel pathways (10mm pea shingle) around the House

- 38. There are moat walls surrounding the House which are variable in height
- 39. The main entrance to the house, by the North Lawn, is not accessible to wheelchairs
- 40. Level wheelchair access is via the West Bridge and through the Tower entrance into the Courtyard, which is signposted. The West Bridge and Courtyard are cobbled and the surface is uneven
- 41. Once in the Courtyard, entrance to the House is via the Outer Hall
- 42. The door is manual opening and is always left open when the house is open to visitors. The door is 55" (141cm) high and opens inwards

House Interior - General

- 43. There is a ground and a first floor - the latter is accessed via stairs (with handrails) only as there is no lift
- 44. The ground floor is accessible for wheelchair users - wheelchair/mobility aid ramps are available
- 45. Access for powered wheelchairs or powered mobility vehicles to the ground floor will depend on the size of the vehicle – it may be difficult to visit rooms other than the Great Hall. Please refer to individual room details for dimensions. If necessary, vehicles can be left in the Courtyard
- 46. There are changing levels of surfaces and staircases on the first floor. We therefore advise that for visitors using walking frames and crutches the first floor may not be wholly accessible. Please make a decision about accessing the first floor based on your own ability to manage the stairs and changing surface levels
- 47. We ask that all prams and pushchairs are left in the Courtyard
- 48. In the Outer Hall, visitors are asked to store any over large bags in lockers before entering the Great Hall – a Room Steward will be available to help
- 49. In all the rooms, there is a mixture of natural and artificial lights. At times, light levels can be low inside the house for conservation reasons
- 50. There are seats for visitors to use in the majority of the rooms in the house, most of which have armrests
- 51. Room Stewards are present in key rooms, subject to volunteer availability
- 52. There are no WCs in the house (accessible toilets are however available at the Café and Shop)
- 53. Introductory tours for the house and gardens are offered, subject to volunteer availability. More in-depth, private guided tours can be arranged for groups
- 54. There is a virtual tour, large print, Braille and easy read guides available for Visitors. An iPad is available in the Great Hall with images of the first-floor rooms
- 55. Handling objects are available in the house for those with sight impairment – please seek assistance from Room Stewards as to what can be touched in each room
- 56. There is a quiet room next to the Butler's Pantry where people can sit if they do not want to do the same amount of the visit as other members of their group. The Enclosed Garden also provides a quiet space if preferred

Conservatory

- 57. This room is on the left hand side of the Courtyard as you enter via the West Bridge
- 58. Entrance is via a double wooden/glass door, which is 54" (135cm) wide, 78" (195cm) high at centre and 68" (170cm) high at edge
- 59. Flooring is stone tiles with coir matting
- 60. There is space to turn a wheelchair easily in the room
- 61. Th exit is via another 54" (135cm) wide double wooden/part glazed door, 78" (195cm) height at centre and 68" (170cm) height at edge

Outer Hall



Above: entrance to the Outer Hall from the Courtyard

- 62. Door (as pictured above) is 55" (140cm) wide, 85" (215cm) high at centre and 49" (125cm) high at edge
- 63. Access is via a level entrance (via a small accessibility ramp) and there is an even, tiled floor
- 64. There is space to turn a wheelchair easily in the room
- 65. This room is manned by a Steward

Great Hall

- 66. Door width is 50" (127cm), 74" (185cm) height at centre and 69" (173cm) height at edge
- 67. Carpet flooring over tiled floor - even flooring

- 68. There is space to turn a wheelchair easily in the room
- 69. This room is manned by a Steward

Jacobean Staircase Lobby

- 70. Door width to lobby is 46" (117cm), 76" (190cm) height at centre and 71" (178cm) height at edge
- 71. Tiled floor - slightly uneven
- 72. There is space to turn a wheelchair easily in the area

The Servants' Passage

- 73. Passage width is 33" (84cm), 75" (188cm) height at centre, 70" (175cm) height at edge
- 74. Tiled, even flooring with coir matting
- 75. There is not enough space to turn a wheelchair easily in the corridor

The Housekeeper's Room

- 76. No entry - viewed from corridor

Butler's Pantry

- 77. Door width is 33" (83cm), 81" (203cm) height
- 78. Even, wooden plank flooring
- 79. There are no soft furnishings so the hard surfaces may cause sound echoes
- 80. There is space to turn a wheelchair in the room

Walk through small external courtyard adjoining corridor

- 81. Door width is 30" (75cm), height is 78" (195cm)
- 82. Bricked flooring which is even – accessibility ramp available
- 83. There is enough space to turn a wheelchair in the corridor

The Crypt

- 84. Entrance door width is 37" (93cm), height is 71" (178cm)
- 85. Coir matting to exit of Crypt
- 86. Brick, uneven flooring with uneven step at exit. Accessibility ramp available
- 87. Exit door width is 44" (110cm), height is 74" (185cm) at centre and 66" (195cm) at edge
- 88. There is space to turn a wheelchair in the room



Above: Exit from the Crypt via access ramp

The Jacobean Staircase Hall

- 89. Climb the wooden staircase. There are 2 flights of stairs: 11 steps to flight one and a landing, then 6 steps to first floor. All steps are 7½" (19cm) high
- 90. Bannister to the right-hand side of the staircase
- 91. Staircase minimum width is 36" (90cm), height restriction at foot of stairs of 71" (178cm)
- 92. There is space to turn a wheelchair easily in the Hall

The Oriel Room

- 93. Step up to Oriel Room of 7" (18cm)
- 94. Door width is 33" (83cm), height is 72" (180cm) at centre and 67" (168cm) at edge
- 95. Step down 1½" (4cm) onto wooden, even flooring
- 96. Large rug to centre of room

The Victorian Bathroom

- 97. Door width is 30" (75cm), height 78" (195cm)
- 98. Even wooden floor
- 99. There are no soft furnishings so the hard surfaces may cause sound echoes

The Old Chapel

- 100. Step up of 3" (8cm) to even wood flooring
- 101. Door width is 25" (63cm), height 75" (188cm) at centre, 70" (175cm) at edge

The Boys' Rooms

- 102. There are three rooms in total
- 103. The doorway widths are 29" (73cm), heights are 69" (173cm), 77" (193cm) and 77" (193cm)
- 104. 2 steps down of 5" (13cm) height each to wood flooring
- 105. Even wood flooring throughout

The Solar Bedroom

- 106. Door width is 29" (73cm), height 77" (193cm)
- 107. Even wooden flooring

The Chapel Corridor

- 108. Door width is 30" (75cm), height 68" (170cm)
- 109. Step over threshold - 3½" (9cm) wide and 1½" (4cm) height – to even wooden flooring

The New Chapel

- 110. Step up of 6" (15cm) up to even, wooden flooring
- 111. Door width is 30" (75cm), height 72" (180cm) at centre and 70" (175cm) at edge
- 112. There is a floor beam mid-way into the New Chapel. Visitors are required to step up and over this 6" (15cm) wide beam which is approx. 7" (18cm) high
- 113. Leave the New Chapel via the oak door at the far end. There is a step down – approximately 7½" (19cm) in depth
- 114. The exit door width is 42" (105cm), height 75" (188cm) at centre and 73" (183cm) at edge

The Victorian Staircase

- 115. Between the Chapel and the Drawing Room is a landing from which descends the Victorian staircase
- 116. This staircase is only accessed when participating in Tower Tours, which are subject to weather conditions and volunteer availability
- 117. Handrail to both sides of Victorian Staircase
- 118. There are nine steps (each 7½" (19cm) in depth) to the first flight of stairs, then a landing
- 119. There are a further six steps to the bottom of the staircase
- 120. There is a doorway (42" (105cm) in width, height 78" (195cm) at centre, 75" (188cm) at edge) in front of you. This leads to the inner Courtyard

The Drawing Room

- 121. There are 2 steps up from the Victorian Staircase landing to the Drawing Room – both 6" (15cm) in height
- 122. Door width is 40" (100cm), height 84" (210cm)
- 123. There is wooden flooring with the main areas covered by a woven rug
- 124. The exit door is 34" (85cm) in width, height 84" (210cm)

Corridor

- 125. Even, wooden flooring with central rug area, leading to the Tower Bedroom
- 126. The corridor width is 46" (115cm)

The Tower Bedroom

- 127. Visitors are not allowed into this room but can view it from the corridor

The Tower and Archaeology Room

(These rooms are sometimes not available depending on availability of Room Steward volunteers)

- 128. Go through a narrow doorway and passageway of width 26" (65cm), height 82" (205cm). There is 1 step of 5" (13cm) in height to a small landing. This leads to wooden spiral staircase. These stairs are uneven and variable in height. The average height is 7½" (19cm)
- 129. There are 20 steps to a small landing - there is either a rope or iron banister to the right-hand side
- 130. To the right-hand side of this landing is the door, height 66" (195cm), width 29" (73cm), to the Archaeology Room, which stores the archaeological items found at Ightham Mote
- 131. There is a 4" (10cm) step leading into this room
- 132. Even wood flooring throughout
- 133. Leave the Tower Room and continue up the spiral stairs. This area is only accessed via the Tower Tours, which are dependent on weather conditions and volunteer availability
- 134. There are a further 22 steps - some of which are narrow and uneven - before you reach the top of the Tower
- 135. There is a narrow doorway, width 19" (48cm) and height 57" (143cm) leading to a wooden slatted area and the Tower battlements. The step up is 17" (43cm). On exiting, accessing the stairs can be difficult. Descend circular staircase and exit

Corridor

- 136. Even, wood flooring with 2 steps (6" (15cm) in depth) down to wood panelled corridor leading to the Charles Henry Robinson suite of rooms
- 137. Corridor width is 52" (130cm), height 82" (205cm)

Charles Henry Robinson's Dressing Room

- 138. Door width is 34" (85cm), height 82" (205cm)
- 139. Wooded, even flooring
- 140. Carpet area to centre of room

Charles Henry Robinson's Bedroom

- 141. Door width is 34" (85cm), height 82" (205cm)
- 142. There is a wooden, even floor in the bedroom
- 143. Carpet area to centre of room

Corridor Leading to South West Stairs

- 144. Variable width corridor – width is from 52" (130cm)
- 145. Even wooden flooring throughout
- 146. Woven central rugs to some areas

The South-West Stairs

- 147. Wooden flooring – 16 steps which are 7" (18cm) in height with handrail and banister to both sides of stairs

The Library

- 148. Door width 34" (85cm), height 78" (195cm)
- 149. Carpet throughout
- 150. There is space to turn a wheelchair easily in the room if the rope is removed by the Room Steward
- 151. Exit door height 86" (215cm) and width 46" (115cm) - an accessibility ramp is available as there is a small step

The Squire's Room

When available, this room is used to show excerpts from the Time Team programme about the conservation of Ightham Mote (which is not subtitled). Seats are available (with backs but without arm rests) and space is left for wheelchair users to occupy

- 152. Door width 37" (95cm), height 79" (203cm)
- 153. Carpet throughout
- 154. There is enough space to turn a wheelchair easily in the room

The Billiard Room

Accessed by leaving the Library (accessibility ramp available) and going across the Courtyard.

- 155. Exterior door width is 43" (108cm), height 76" (190cm) at centre and 71" (178cm) at edge – step down – accessibility ramp available
- 156. Wooden, even flooring covered with matting
- 157. There is enough space to turn a wheelchair easily in the room

158. Wheelchair exit is via the entrance door due to the steps up into the Apple Store

The Apple Store

159. The route leads from the Billiard Room into the Apple Store via a door 33" (85cm) wide and 84" (210cm) high. There are 2 steps up to the door - 5.5" (14cm) and 5" (12cm) high
160. Wooden, even flooring with space to turn a wheelchair
161. An alternative route into the Apple Store is back through the Billiards Room, turn left in the Courtyard, and in through the second door on the left. NB there is a small step of 2" / 5cm at the edge of the cobbles. The room is exited by the same door.

Visitors then exit through the Inner Courtyard and West Bridge.

Catering

162. The Mote Café is located outside the pay barrier and is next to the Walled Garden car park and Visitor Reception
163. The surface on the paths outside the café are a mixture of concrete and tarmac
164. There is a front entrance power assisted double door with a button system for ease of access. It is 66" (165cm) wide and 78" (195cm) in height and opens outwards



Above: Power assisted entrance to the Mote Café

- 165. There is a second entrance door from the outside patio area approximately 21metres away, accessed via a paved surface of concrete / tarmac. This door measures 37" (93cm) wide and 78" (195cm) high. It is manual and opens outward
- 166. Inside the café there is only one ground floor level and the flooring throughout is tiled and even
- 167. There are no soft furnishings inside the café, so the hard surfaces may cause sound echoes
- 168. The area has lots of natural light, supplemented by electric lights
- 169. The counter height is 37" (94cm)
- 170. Staff are available to assist visitors as required
- 171. There is not generally circulation space between the tables of around 47" (120cm), although there are tables closest to the counter which are accessible
- 172. Tables are a reasonable height for most wheelchair users, at 30" (75cm) tall
- 173. An induction loop is installed at the till point
- 174. Large handled cutlery and straws are available
- 175. The outside patio area is accessible through the café or via a path to the side of the café building. It has level access with wooden decking surface

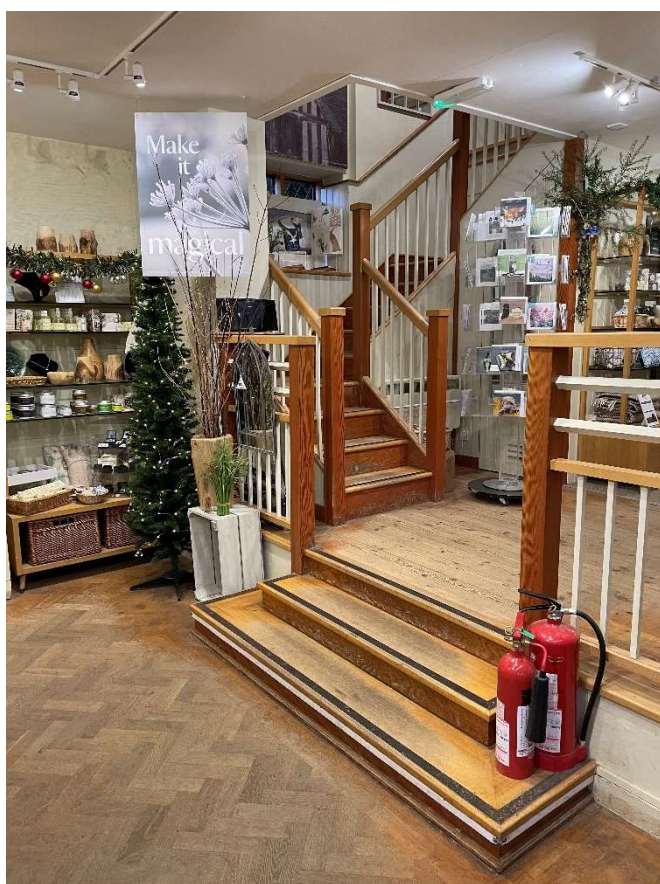
Retail

- 176. The Coach House Shop is situated approximately 22metres away from Visitor Reception and can be accessed either via a 1:5 resin bonded gravel slope, leading to a gravelled area and then cobbles directly outside the shop. Alternatively, a buggy service operates from Visitor Reception to the lower gate adjacent to the house/shop
- 177. Directly outside the shop entrance there is a cobbled area



Above: exterior of the Coach House shop

178. Entrance is level and via a double wooden, glazed door – 54” (137cm) wide. This is the only door and is also used for the exit
179. The entrance door is manual opening. Staff/volunteers assist with opening the door if required
180. The main counter is 37” (92cm) high and there is a lower area which is 30” (76cm)
181. PDQ machines have long leads to allow for wheelchair users to use card machines
182. There is even wooden flooring in all levels of the shop
183. There is a mixture of lighting - natural light, LEDs and fluorescent bulbs
184. On the ground floor there are two levels: access to the next level of ground floor is via 3 steps – each step is 5½” (14cm) in height. (There are no handrails on these steps)



Above: ground floor of the Coach House shop

185. There is also a first floor which is accessed via a staircase with handrails – 30” (75cm) in width. There are 4 steps to a small landing – each step 7½” (19cm) in height. This is followed by 5 steps to a second small landing and a further 5 steps to the first floor
186. Induction loops are available in the shop
187. Staff will assist customers with reaching items to view if required

Garden and Grounds

188. See Garden Map (Appendix A) for routes round the garden and information about path surfaces
189. Garden tours are arranged (subject to availability of garden guides)
190. There are two lakes (North and South), a cascade water feature and a stream in the grounds – none of these features are enclosed and all are unmanned
191. All steep steps and slopes have handrails
192. There are two gates across the bridlepath between the main property grounds and the South Lake – when open these gates are manned by Volunteers
Shop side gate – 107" (272cm) wide. South Lake gate – 94" (240cm) wide
193. There are numerous benches along the route around the gardens and South Lake (there are a mixture of styles - some of have backs and arm rests and others do not)

Stable Block and Courtyard Gardens

194. **Enclosed Garden** – entrance is 42" (106cm) wide and is paved with a central water fountain. Three uneven steps lead up to the paved area. Step 1 – 5" (13cm) high. Step 2 – 7" (17cm) high. Step 3 – 8" (20cm) high. The water fountain is not enclosed. Benches to rear and side. In wet weather the paving can be slippery



Above: Entrance to the Enclosed Garden

195. **Stable Cottages** - range of half-timbered cottages with an archway in the centre and undercover area called the Undercroft. This is a temporary

exhibition area, accessed via 3 steps: Step 1 - 5" (13cm) high, Step 2 - 6.5" (17cm) high, Step 3 - 12" (30cm) high by 88" (225cm) wide

196. **West Lawn and Stable Courtyard** – there are several benches in this area and gravel footpaths, some slightly uneven. Gravel pathways lead to the Cuttings Garden
197. **Cuttings Garden** with scented plants. Level paths of compacted stone surface around cutting beds with space for mobility vehicles to pass (47" / 120cm at narrowest). The garden is enclosed by yew hedges



Above left: path into Cuttings Garden from Stable Courtyard

Above right: accessible pathways in Cuttings Garden

198. **The Orchard** is accessed from the Cuttings Garden on a slight incline of paved pathway. The Orchard terrain is grassed and uneven
199. **The Fountain Garden** can be accessed from the Cuttings Garden on an even pathway with a slight downwards slope. There is a shallow water saucer pool and fountain. Very uneven steps lead to a gravel path by the House

South Lake

200. South Lake is accessed via wooden gates which are left wide open when the area is not closed. The gate is 94" (240cm) wide. A gently sloping compacted stone footpath circles the lake and there are multiple benches (without backs or arm rests) available along the route
201. The lake is not manned and the water is not enclosed

Date: 24 March 2023

Appendix A – Garden and Grounds Map

