

Wallington Accessibility Guide

April 2023



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Wallington House, garden and grounds

Tel: 01670 773606 Please note this phone number is not always monitored. The website has up to date information regarding your visit.

Email: wallington@nationaltrust.org.uk

General Information: Wallington comprises a large 18th century mansion house with surrounding pleasure grounds containing gardens and woodlands. It forms part of a wider estate (5,432 hectares) which has 15 farms, the village of Cambo and numerous tenanted cottages. The property attracts over 225,000 visitors annually with the garden and grounds open 362 days a year.

The main visitor hub, which lies within a pay barrier, comprises the mansion house and pleasure grounds with woodland walks, cycle trails, play areas, a walled garden and a central courtyard containing toilets, a café and shops.

The property has an access map which can be used as an orientation tool for all and which includes information about the accessibility of the whole property including details of location of seats, gates and stiles and information on gradings of paths by surfaces and gradients. The visitor welcome team are available to discuss your particular needs and help you to make the most of your visit for your ability.

Central Courtyard: Situated 200m from the main car park, this is a central square courtyard with a range of buildings comprising toilets, clocktower, bunkhouse, offices, holiday cottages, residential houses, shops and café. Access is via a 300m circuit of tarmacked roadway. Within this area there is a very relaxed and informal atmosphere. Centrally it is laid to lawn with a wide tarmac path all the way around the outside.

West Wood: Accessed directly from the car park (95m whin stone) or central courtyard via the west lawn (165m tar and chip and gravel). Once in the wood, there are 2,400m of hard surfaced pathways that allow access, all made from whin stone. Within the woods are ponds and watercourses, four children's play areas and a wildlife hide. Part of the green cycle multi-use trail runs through West Wood, used by both cyclists and pedestrians, and is one-way only.

East Wood: Accessed from the central courtyard via the east lawn or the accessible parking area at the Walled Garden. The East Wood includes footpaths mainly comprising a tar and chip smooth surface. Features include sculptures, ponds, a walled garden and Edwardian conservatory, (which is currently not accessible to the public due to remedial building works). Access to most parts is available via the lower terrace. Some areas include steps. Only the terrace is accessible to wheelchair and scooter users in the walled garden. There is one unisex toilet to the rear of the conservatory, which has space for a wheelchair, as well as a baby changing table. It is possible to bring a vehicle to the walled garden, please see parking information below for details.

House: Accessed from the East lawn, the entrance to the House is situated 40m from the Courtyard via a chip and tar surface. The House is open 7 days a week peak season (open 27 March to 5 November, see website for additional Christmas opening hours). The front entrance is ramped, and currently only the ground floor of the House is open. House opening hours are 11:30-15:30

Mobile phone reception and emergency cover:

- Mobile phone reception across the property is poor and varied dependent on provider.
- Land lines are available across the hub for use in emergencies.
- Staff have radio communication in case of emergencies across the property.
- The property is staffed until 5pm each day. For emergencies after this time please call 999

Assistance dogs and general property policy towards dogs:

- Dogs must be kept on leads across all areas of the site, including the woodlands and walks.
- Dogs are welcome indoors in the visitor welcome building, the shops and the café. Assistance dogs only in the house please.
- Please pick up after your dog and dispose of waste in bins provided. Bins are clearly marked as suitable for dog waste.

Other key information

- We offer essential companion cards that give free entry to one or two carers who accompany a disabled person who has National Trust membership. Please email wallington@nationaltrust.org.uk for more information or ask a member of staff on site.
- A range of mobility vehicles are available to hire free of charge on site, however these are not suitable for use inside the House. We have two manual wheelchairs available in the House for the use of visitors should they wish to transfer to these. Staff are available to advise and assist with any queries. Scooters can be pre-booked and there is limited availability. Please email, ideally with 48 hours' notice, wallington@nationaltrust.org.uk
- Cycle hire is open weekends and local school holidays. There is an accessible trike to hire alongside the fleet of bikes of all sizes, e bikes, and trailers for young children.

NB: All information correct as of April 2023

1. Arrival & Parking Facilities

Directions to site:

- There are currently over twelve directional brown signs for visitors to follow to the property.

Car parking:

- Wallington has sixteen designated DDA compliant accessible parking spaces located next to the Visitor Welcome Building. An additional eight parking spaces are available (approx. 30 metres from the reception), and five marked accessible parking spaces at the south end of the main car park (approx. 50 metres from the reception) It is not necessary to display a blue badge to use these spaces.
- There is a drop off area outside the Visitor Welcome Building, which is a tarmacked surface.
- The main car park surface comprises Whin Dust stone, with some areas of tarmac. It can be uneven and wet during adverse weather. The overflow car park is grass, the majority of which is supported by ground support mesh.
- **Transfer vehicle:** Wallington does not currently have a transfer vehicle.
- **Public bus:** There will be a public bus service on Saturdays from Newcastle Haymarket to Ponteland, Belsay and Wallington over the summer months, running four times per day in each direction. Please see GoNorthEast website for times and further detail.
- **Other parking arrangements:** There are four accessible car park spaces available at the Walled Garden with type 1 surface. Access to this is via a whin-stone lane, opposite the dragons' heads. Please observe the 5mph speed limit.



Accessible Parking Area



- There are no **toilets** at the Visitor Welcome Building or car park. These are all located in the central courtyard – 200m from accessible parking.

Visitor Welcome and Information

Building construction:

- Internal fittings are wood and plaster. The flooring is Altro safety flooring. There is no noise absorption. There are four full length windows and additional windows at varying heights used for viewing wildlife.

Sloping or level access:

- The access is level. Standard door thresholds.

Door width:

- 90cm - there are two double automatic doors that open outward.

Reception desk height:

- 80cm – there is also a portable card machine.

Lighting:

- Natural light combined with LED ceiling lights.

Available seating:

- Chairs (with and without arm rests) and a sofa are available, as well as a bench.

Induction loop:

- Induction loops are available in the Visitor Welcome Building.

Communication skills:

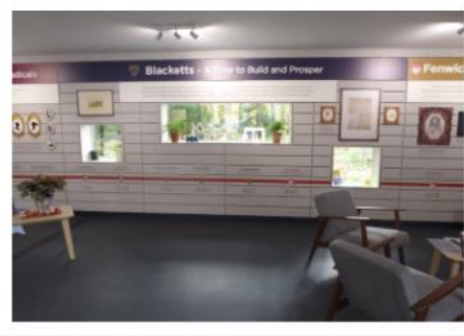
- Currently no staff with British Sign Language (BSL).

Interpretation - tactile models, audio tour:

- Wall map, information screen. Staff to assist with enquiries. Large print version of visitor leaflet available. Films playing are either subtitled or have a transcript available.

Manual wheelchairs or powered mobility vehicles:

- Available to book, three heavy duty mobility scooter (trampers), two light mobility scooters, two wheelchairs that need assistance and one unassisted wheelchair, one mountain trike



wheelchair. The mobility scooters are not suitable for use in the House.

2. Central Courtyard

- Situated 200m from the main car park, an enclosed courtyard with a range of accessible buildings comprising toilets, shops and café. Access is via a 300m circuit of tarmac roadway. Within this area is laid to lawn and offers a relaxed and informal atmosphere. Deckchair seating is available in Spring and Summer. Some picnic benches to the rear of the house.



3. Retail

- Two shops accessed via a cobbled path which is uneven. Shop doors are manual and open inward. The gift shop door width is 162.5cm. The seasonal shop door is 170.5cm wide. The floors inside each are level and have standard thresholds.

Lighting:

- Artificial lighting in both shops.

Layout:

- Enough room to turn a wheelchair and a small scooter around, minimum of 90cm.



Available seating:

- Chairs available with and without arm rests on request.

Induction loop:

- Induction loops are available in the shops.

Communication skills:

- Currently no staff with British Sign Language (BSL).



Interpretation - tactile models, audio tour:

- None available.

Staff assistance:

- Staff are happy to assist.
- Dogs are welcome.

4. Food & Beverage

- There are two catering outlets in the courtyard, open 362 days of the year. The Clocktower café has two entrances. The main entrance is accessed via tarmac. The Clocktower kiosk/ ice cream parlour approach is via paving slabs. A third entrance to the upstairs seating area is via an external stone staircase with a metal handrail. (Upstairs only open at busiest times).

Doors:

- The main café door is manual, 100cm wide and opens outwards, accessed via tarmac. The door at the end of the café is 81cm wide and opens inwards, and access is via cobbled stones. Both doors have standard thresholds.
- Upstairs has access via an outside stone staircase with a metal handrail, the door opens inward and is 93cm wide. There is also internal access via a wooden staircase with one handrail.

Flooring:

- The floor inside is level (the ground floor of the café has a small internal ramp). The ground floor flooring is Altro safety floor.
- The upstairs seating area has a wooden floor.

Lighting:

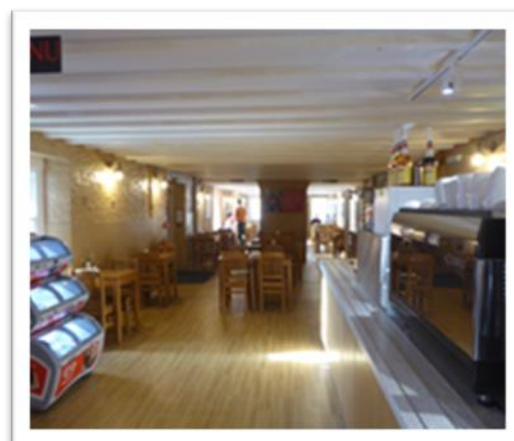
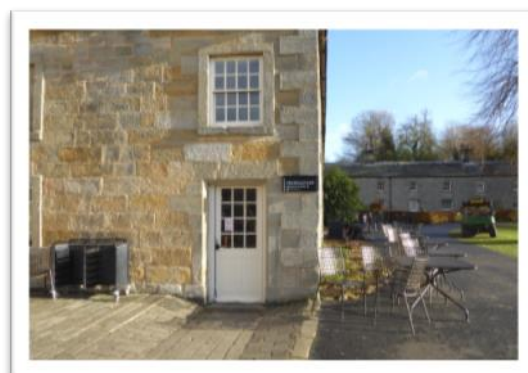
- Artificial LED and fluorescent.

Layout:

- The table layout of the ground floor allows one walkway of 105cm on the left-hand side and 84cm on the right. There is sufficient space for wheelchair users. It may be difficult to turn during busy periods. Staff are happy to assist.
- The serving counter is on the ground floor and is 97 cm high.



Entrances



Downstairs counter

- The Clocktower kiosk/ ice cream parlour has a serving hatch height of 102cm.

Available seating:

- Chairs with and without arm rests.

Induction loop:

- Induction loop available at the till point.

Communication skills:

- Currently no staff with British Sign Language (BSL).
- Two TV screens are used to display the menu, as well as a menu board outside the entrance to the café.

Interpretation - tactile models, audio tour:

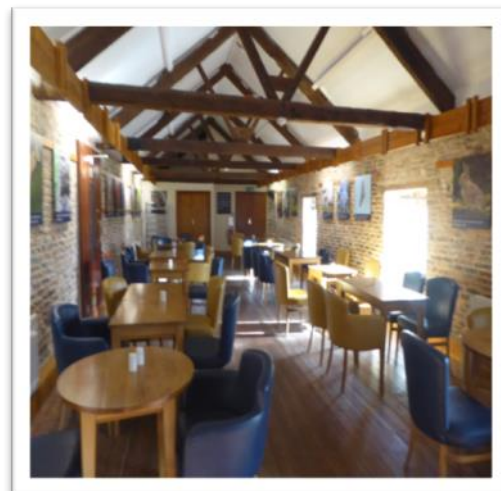
- None available.

Large handled cutlery, double handled mugs, straws:

- Available on request.

Staff assistance:

- Staff are happy to assist.
- Dogs are welcome.



5. Toilet Facilities

- **Accessible toilets are located within the Central Courtyard, main café and House.** There are no changing adult facilities, tables or hoists.

Courtyard - accessible toilet:

- Always available (155m from accessible parking area). Dimensions 180cm x 250cm, left hand transfer, artificially lit with LED lights and automatic hand dryer. The door is 93cm wide and opens out. There is an emergency alarm pull cord. Baby change available here.

Courtyard – main toilet:

- Male toilet doors are 83cm and open in. Baby change available here.
- Female toilet doors are 83cm and open in. Baby change available here.

Café – accessible toilet:

- Only available during café opening hours.
- Dimensions 180cm x 260cm, left hand transfer, artificially lit with LED lights and automatic hand dryer. The door is 93cm wide and opens out. There is an emergency alarm pull cord. Baby change available here.

Café – main toilets:

- Male toilet door is 90cm wide and opens in.
- The female toilet doors are 80cm wide and open in. Baby change available here.

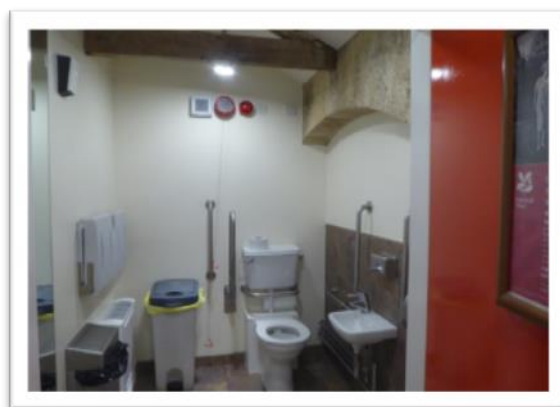
House – accessible toilet:

- Only available during house opening hours.
- Dimensions 160cm x 320cm, left hand transfer, artificial compact florescent light, paper towels and hand dryer. The door opens inwards and is 92cm wide.
- There is an emergency alarm pull cord.
- Baby change available here.

Courtyard accessible toilet



Café accessible toilet



House accessible toilet



6. House

Distance from car park and visitor reception:

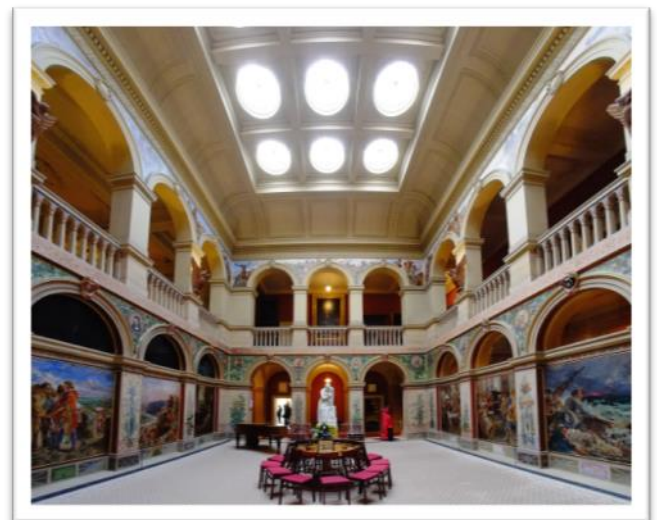
- It is 300m from the Visitor Welcome Building to the front door of the house.

Path surface:

- The paths leading from the Visitor Welcome Building into and around the Courtyard are tarmac. The path from the Courtyard to the front door of the House is a chip and tar surface.

Access into House:

- Entrance to the House is via a manual, inward opening door (95cm wide). Staff and volunteers assist with the opening of the door.
- The door is accessed via a 5.3m ramp (without handrail). The gradient is 1:12 and the ramp is 119cm wide.
- No corridors are less than 75cm wide.
- Wheelchair turning space: (requirement of 1500mm diameter circle) some rooms and corridors have limited turning space
- Access available for manual wheelchairs, electric wheelchairs and mobility scooters. The scooters available to hire on site are not suitable for use inside the house. Staff are available to advise and assist with any queries.
- Two manual wheelchairs are available - self-assist and assist.
- Visitors are requested to carry bags on their front or side. Prams and pushchairs should be



Central Hall



House entrance

left outside. Hip seats and front facing baby carriers are available to borrow.

- Assistance dogs are welcome.

Internally:

- The ground floor is accessible for wheelchairs, personal mobility scooters and personal standard-size electric wheelchairs. Scooters hired on-site are not suitable for use in the house.
- *When open*, access to the first floor is via a carpeted stone staircase with a stone bannister. There is also an internal accessible lift (operated by staff), providing access to first floor rooms. The lift space is 149cm x 110cm. The door is 90cm wide. The first floor is not currently open.
- *When open*, a museum space (The Cabinet of Curiosities) is located up a short flight of steep steps from the first floor. There is an illustrated catalogue for visitors to browse if they are unable to access this top level. This area is not currently open.

Room furnishings:

- Flooring in rooms open to the public is a combination of carpet, rugs, wood and stone.

Lighting:

- There are low light levels in some areas of the house for conservation reasons.

Available seating:

- There are chairs available with and without arm rests.

Induction loop:

- Mobile induction loops are available on request.

Sensory equipment:

- Ear defenders are available at the entrance to the house, as well as sensory and fidget toys for anyone who would like to borrow them.

Communication skills:

- Currently no staff with British Sign Language (BSL).

Interpretation - tactile models, audio tour:

- Some information via interpretation panels is available in some of the rooms.
- Staff are happy to assist and provide additional information regarding history and collections.
- Information is written in a minimum of 12pt text with good colour contrast.

7. West Wood

The West Wood is a space for play and wildlife with a number of large-scale play interventions and a wildlife hide. It is also part of the Pleasure Grounds with a Water Garden (C18th) - a number of ponds, cascades and connecting watercourses and an icehouse. It is accessed via the multi access trail from the car park or via the main Courtyard.

Path surfaces:

- There are 2.4km of pathways within the West Wood all made of a Whinstone Dust construction (100%).

Path gradients:

- There are a range of gradients on the paths from 1 in 4 to 1 in 11. The steepest paths can be bypassed arriving at the same location via a longer route.

Signage:

- Entrance sign and a network of fingerposts.

Steps:

- There are no steps in the woodland.

Gates on route:

- There are no gates in the woodland.

Bridges on route:

- There are 5 stone bridges, which cross water channels. These range between 96cm and 130cm in width and 3 with steep drops have handrails.

Seating and rest points:

- Picnic tables are located by the play areas and the outdoor kiosk but are limited in the woodland itself. There are bench seats in the Little Acorns natural play area.



Entrance to West Wood via Courtyard



Bridges across waterways



Entrance to West Wood via multi access trail and main car park

Interpretation - tactile models, audio tour etc:

- There is some interpretation at various points on the routes, this may vary seasonally.

Water features, including waterfalls:

- Three ponds and cascades.

8. Wildlife Hide

- Accessible via a wooden ramp with gradient of 1: 7.6
- The door opens outwards and is 89cm wide
- Wheelchair and mobility scooter friendly.
- Wheelchair viewing area.

9. Woodland catering facilities

- Seasonal catering Dragon kiosk beside play areas offering hot and cold food and drink.
- Accessible for wheelchair users.
- Height of the serving hatch is 106cm.
- A portable card machine is available.
- Menu boards are available.
- Staff are available to assist.
- The Dragon kiosk is not open every day. Please ask staff for opening times, usually weekends and holidays.

10. Connecting paths between West Wood and East Wood

- The river walk, a 2 mile circular walk, has some steep gradients, a narrow bridge with step access and stepping stones. Please ask staff for advice and information regarding your particular needs.



Wildlife hide



11. East Wood

Formal Pleasure Grounds - woodland garden, which people pass through to reach the Walled Garden. Like West Wood it has a number of ponds, cascades and connecting water courses, which are all part of the Eighteenth-Century Water Garden.

Road Crossing and Gates:

- Entrance via gates and a road crossing from the East lawn. Care is needed to cross the road, which is the main road B6342.

Path surfaces:

- 2700m of pathways of tar and chip surface (85%), and whin dust construction (15%). These paths have recently been upgraded and have a smooth surface in comparison to those in the West Wood.

Path gradients:

- A range of gradients on the paths from 1 in 6 to 1 in 15, the steepest paths can be bypassed arriving at the same location via a longer route.

Steps:

- Two flights of steps exist within the East Wood but these are indicated in advance via the finger post signage.

Perches or seats:

- There are limited benches available, most have arm rests.

Interpretation - tactile models, audio tour:

- No formal interpretation.

12. Walled Garden

- Located 860m from the Visitor Welcome Building.
- An accessible parking area is located 83m from the entrance of the Walled Garden.
- One toilet is available with baby change facilities, located near the accessible parking area.
- A number of paths and ramps exist.
- Path surfaces are a combination of smooth tar and chip, brick, paving, gravel as well as uneven surfaces in places.
- There are two ponds and a stream via East Wood.



Entrance:

- Access into the Walled Garden is via a door and a wooden ramp,

- The door opens inward and is 112cm wide. The ramp width is 112cm and the gradient is 16%.
- Alternative access is via the accessible car parking to the rear of the conservatory.
- Once in the Walled Garden there are two terraces. The upper terrace is wheelchair friendly.
- The lower terraces are best accessed with a Tramper or similar standard scooter, and an experienced driver.

13. Conservatory

(currently closed)

- Accessed via a wooden ramp with a gradient of 15%.
- The door opens inward and is 100cm wide.
- Wheelchair and mobility scooter friendly.
- Seating available with arm rests.
- Cobbled stone floor.



14. Walled Garden food & beverage facilities

- Seasonal catering offer, accessed via a variety of different surface types including slopes and uneven surfaces. There is access via the Walled Garden down to the catering kiosk for heavy duty Trampers. Wheelchairs will need assistance.
- Artificial florescent lighting.
- Floor covering is Altro safety flooring.
- The serving counter is 91.5cm high.
- A portable card machine is available.
- The kiosk is not open every day. Please ask staff for opening times.

Conservatory



Kiosk

15. Cycle Hire

The cycle hire operates from a building located just off the main courtyard. Opening days vary at different times of year. Please see website for more details.

Building construction:

- Stone ground floor building with painted non-slip concrete flooring.

Sloping or level access:

- Access is by one small step.

Door width:

- Double doors, open outwards.

Reception desk height:

- The reception desk is 73cm high. A portable card machine is available for payment

Lighting:

- Natural light combined with strip lighting.

Available seating:

- Seating (with or without arm rests) is available.

Induction loop:

- No induction loop is available.

Communication skills:

- Currently no staff with British Sign Language (BSL).

Interpretation – tactile models, audio tour:

- Large scale wall map of the Dragon Cycle Trail.