



Ickworth's Access Statement

A Georgian Italianate palace in an idyllic English landscape. A monument to an extraordinary family nestled in 1800 acres of woods and parkland.

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General points to note when visiting Ickworth

- There is very limited mobile phone signal across the site and no public WiFi.
- There are a number of speed bumps across the estate – please see further for location and heights.
- The main roads into Ickworth suffer from some erosion and potholes can be a hazard.
- The speed on the main drive is limited to 20mph. The speed inside the park is no more than 20mph, but slower speeds are recommended especially in built up visitor areas.
- Assistance dogs are welcome throughout the property. There are water bowls available at Porters Lodge reception and Plant Centre which are refilled regularly and can be filled on request.
- Light levels in the House are low in keeping with the atmosphere of the historic setting and to protect the collection.
- There are manual wheelchairs available for loan positioned in the West Wing reception and front of House. First come, first served.
- We have four Mobility scooters available from the Welcome point for accessing the wider parkland and formal gardens. Please pre-book at least 24 hours before your visit by calling 01284736140. First come, first served.
- The Estate has four main areas of water, Parsons Pond and Canal Lake in the Deer Park, Fairy Lake in the Woodland and River Linnet running through the Woodland and Deer Park.
- In the wider parkland there are also a variety of ditches, culverts and ponds which hold water at various times of the year, dependent on recent weather conditions.

Arrival and Parking Facilities

- Once off the A14 at J42 (Eastbound) or J44 (Westbound) there are brown signs through either Westley Village or the outskirts of Bury St Edmunds respectively. The entrance is signposted off the A143 in Horringer Village and the main car park is down a long driveway to our welcome kiosk where information and directions are available. Please ensure you follow the brown signs as your Sat Nav may take you the wrong way due to inaccurate programming of our postcode.
- Speed bumps: There are no speed bumps on the main drive to the main car park. There is a 9cm (90mm) high speed bump just beyond the turn to the Ickworth Hotel. There are a number of speed bumps (approximately every 100m) on the main road/track that bisects the parkland, these are around 8cm high (80mm).
- The main car park surface is macadam, top dressed with fine gravel with painted space markers.
- There are 20 designated spaces for Blue Badge holders, on a firm surface, in the main car park. These spaces are the shortest distance from the Welcome point.
- Cycle racks and a motorcycle area is available within the main car park.
- There is an overflow car park to the right of the entrance drive. This is only to be used in busy periods and when instructed by staff. This is a reasonably flat area and has a mix of matted and grass surface.
- There is a volunteer-run Shuttle e-bus service which can take up to 7 people regularly between the Welcome point, West Wing Entrance, to the House and further afield to the Church and Walled Garden. It is fitted with a wheelchair ramp. It has a rather steep step up onto the Shuttle, so we can provide support to help you on request.

Toilets and Baby Change Facilities

There are a variety of toilets located on the Estate:

- **Car Park**- including an accessible toilet with space to turn a wheelchair through 1500mm diameter circle. There are no adult changing facilities, but baby changing facilities are available.
- **West Wing** - including a left-hand transfer accessible toilet at both Lower Ground and First Floor. Each with space to turn a wheelchair through 1500mm diameter circle. There are no adult changing facilities but baby changing facilities are available here.
- **House** - including a right-hand transfer accessible toilet at both Basement and First Floor levels with space to turn a wheelchair through 1500mm diameter circle. There are no adult changing facilities or baby changing facilities available here.
- **Walled Garden** - There are more toilets by the entrance, however there are no accessible toilets or baby changing facilities available here.

Welcome Point and Plant shop

- The Welcome point is within the plant shop and staff and volunteers are on hand during opening times. The surfacing in this area is mostly wood and LED lighting is used in this area.
- The reception desks are over 965mm high. There is an induction loop at one of the desks. There is space for a 1500mm diameter turning circle in front of the reception desk.
- Visit the Welcome point to pick up your pre-booked mobility scooter.
- Next to the cycle hire there are wheelchair accessible benches.

Porters Lodge Cafe

- Indoors there are multiple exits to avoid needing to turn in a manual wheelchair.
- There is an Outdoor café to the rear of Porters Lodge which is accessible by wheelchair and mobility scooter. There is also outdoor seating close to the Porters Lodge and there is a table at the front suitable for wheelchair and mobility scooters.

Route to the House

- The route to the main entrance of the house is via a gently sloping tarmac driveway. This driveway is also used by the Shuttle. Access to the House is via the front door of the Rotunda which has both steps and ramped access available, with no handrail.
- In front of the Rotunda and West Wing, on the terrace there is a shingle layer on top, which can be tricky to push a manual wheelchair across.
- The route from the Welcome point to the House entrance is approximately 200 metres long and takes around three minutes to walk at a moderate pace. There are areas of grass on either side. The route is lined with trees which can create a 'dappled' effect on the path when the sun is out.

West Wing

The West Wing is on three floors –

Ground Floor – Visitor toilets, Bookshop and a Lift to Upper Floors.

First Floor – West Wing and House entrance, Gift Shop, Café, Orangery & visitor lift to all floors.

Second Floor – Squash Court Cafe

- There is a central core staircase serving all floors which has stair treads of 180mm high and 320mm tread. There are handrails to both sides of each flight.
- The large majority of flooring throughout the building is modern oak flooring which is flat and level, Ground Floor is tiled through corridors and toilets. There is a gently ramped elevation change in the corridor by the toilets. There is a historic stone flagged floor throughout the Orangery.
- Whilst intrinsically flat and level, the Orangery floor has an uneven surface due to the age and nature of the stone flags and care must be taken here.
- Lighting throughout is provided by a mixture of LED, Fluorescent and Halogen lamps.
- There is self - service in the Café. All till points in Café and Gift Shop have lower sections at approximately 750mm high.
- The Café and Gift Shop have good provision for access and assistance is available if required from staff, as does the Squash Court Café when in use.
- The entrance, which is flat, and level has a 1700mm double door opening outward which is open at all times during opening hours with an inner 1700mm glass double door just inside, where staff and volunteers are on hand to assist with the opening of this door if required.
- There is an alternative flat and level route accessing the Lower Ground Floor of the West Wing giving access to the toilets and Passenger Lift to Upper Floors, this is via tarmacked roads to the delivery area beside the West Wing and approximately 200 metres from the Visitor hub.
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The House (Rotunda)

The House is on three floors – Basement, Ground Floor and First Floor

- For conservation purposes Mobility scooters are not allowed into the house and powered wheelchairs & walking frames are assessed by the house team on a case by case basis. For the protection of the collection and the users personal safety, the team will advise on transferring into a property wheelchair where appropriate.
- Standard wheelchairs (we have loan chairs available) are acceptable, though there is a capacity limitation for access to the First Floor which will be managed by staff and volunteers.
- Back packs, large handbags and child buggies are not allowed within the House but can be left at the front of House.
- Handheld Photography without flash is allowed within the House.
- The House is accessed through the front entrance with steps and ramped access.
- There are audio visual presentations, for both routes, with projected images and sound, to set the scene for your visit to the house.
- Throughout the House lighting is by halogen bulbs in historic light fittings and the light levels are dimmed for conservation purposes.
- Seating can be available if required, please ask the room guides for assistance. There is usually someone in each room.
- The lift, whilst a modern installation, is quite small at approx. 1200mm square due to the constraints of its historic surrounding, though this is generally adequate for wheelchair and one accompanying carer.

The House (Rotunda)

The Basement

- The basement, which is generally cool or even cold during the majority of the year, is accessed via stone steps from the Ground floor, or a modern passenger lift.
- The stone staircase has nine steps up to a ¼ landing and a further 16 steps up to the Main Entrance Hall (each step is 170mm high and 300mm tread)
- Initially the floor is brick set paving, changing to concrete and then finally stone slab leading via ramped or step access to a stone flag floor for the balance of the basement rooms. There are two access ramps in this corridor to lower levels, both with corresponding steps besides, the first ramp is approximately 1:20 and the second approximately 1:30.

Ground Floor

- The ground floor, which is generally cool in temperature, is accessed via, the front doors of the Rotunda.
- Flooring in the large entrance hall is marble and stone which is flat and level, the hall leads onto two Wing Corridors and three State Rooms. The Wing Corridors are generally flat and level oak flooring, with the exception of the Smoking Room in the East Wing Corridor which is a wooden floor, with a rug. The State Rooms: Dining Room, Library and Drawing Room - are all partially carpeted over wooden floors, with 'drugget' protection.

The House (Rotunda)

First Floor

- The first floor, which is generally cool in temperature, is accessed via either a wooden grand staircase or the modern passenger lift from the ground floor.
- The grand staircase is a substantial structure and not recommended for those with an ambulant impairment nor heart condition and the passenger lift should be used, please ask for assistance. The staircase has 64 steps in total – and ascends in six flights each with a suitable respite landing between, the longest flight being 18 steps (each step is 170x330) and takes you to the Museum Landing at First Floor level.
- In order to comply with fire regulations and be able to instigate rescue if necessary, only one wheelchair at a time is allowed onto the First Floor and is managed by our house staff and volunteers.
- Flooring of the First Floor is a mixture of wooden and stone surfaces all of which are flat and level with even surfaces, with drugget protection in the Bedroom. The Museum landing also affords access to the Dressing Room and Silver Room, which are both fitted with carpet.
- To Exit the building please return to the Ground Floor to exit via the double door under the Portico of the Rotunda, the exit door is managed by House Staff or volunteers at all times. Exit is onto two stone steps down (140mm high x 600mm tread) or ramp for wheelchairs at approx. 1:12 gradient. Both exit onto the gravel frontage of the House a short distance away from the entrance to the West Wing.

Audio guides

- Working in partnership with Vocal Eyes, an accessible audio-described tour of the ground floor rooms of the House has been produced for blind and partially sighted visitors. The guide has been developed as a result of our community partnership with the local charity Suffolk Sight. The tour gives detailed and evocative descriptions of the architecture, interiors and specific collection items, combined with historical information.
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- If you would like to pre-book an audio-guide handset, please call 01284 736140. Handsets can be collected from the Welcome point building. Two different headphone options are available with the handsets: over ear headphones or a single ear bud. Alternatively, if you would like to bring your own headphones the headphone jack is for a 3.5mm plug.

The Italianate Garden

- The main formal garden is the Italianate Garden to the South of the House which includes the Spring Meadow, Croquet Lawn, a Victorian Stumpery and a terrace overlooking beautiful views of the estate.
- The Italianate Garden is accessed via the garden gate located between the West Wing and the wider park. The garden is accessible to Wheelchairs and Mobility scooters and once inside the gardens there is a slope of approximately 1:20 up to the terrace and main gardens areas with the majority of paths being hard surfaces topped with a layer of gravel. In some cases due to the nature of the land the gravel may be thicker in places than others requiring a little effort to cross, and puddles do occasionally form in wet weather. There is access to the West Wing Orangery, via six historic uneven steps and so is not suitable for wheelchair users, prams or mobility scooter users. Alternative access for these users is provided by a step free entrance to the side of the building in the dry moat or via a ramp to the front door of the west wing. To find the entrances, please leave the garden gate and follow the footpath to the right, cross the road and continue to the right. At the next road, the dry moat will be to your right; alternatively, cross over and continue to reach the front door.
- There is a Terrace at the Southern perimeter of the Italianate garden which can be accessed by Wheelchair and Mobility Scooter via a gently sloping path at the eastern end of the garden, near the Temple Garden. The Terrace offers views out from the garden across the landscaped park and towards St Mary's Church.
- There is only the one way up to, and down from, the Terrace for Wheelchairs and Mobility Scooters.
- There are historic stone steps to the centre and west end of the Terrace for more able users, though there are no handrails to these historic features.

Short walks around the Pleasure grounds

- **The North Lawn** (in front of the Rotunda) is surrounded by a gravel path, which is accessible by Wheelchair and Mobility Scooter, as is the lawn itself in good weather conditions. Beyond the lawn and path is a wildflower meadow bounded by woodland. There are two fully accessible short walks within this area of woodland, Erskine's Walk (400m) and Geraldine's Walk (800m) both of which can be accessed adjacent to the Porters Lodge visitor hub. In some cases due to the nature of the land the gravel may be thicker in places than others requiring a little effort or assistance to cross and puddles do occasionally form in wet weather.
- **The Albana walk** is a circular walk of approximately two miles, generally on gravel or limestone path with occasional woodland path surfaces which do become wet and muddy in poor weather conditions. There are a number of gentle sloping areas and we would recommend this route is only to be taken by wheelchair or Mobility users if accompanied by carer, family or friends.

Walled Garden

- Access to the 'Deer Park' is via the Park Gate to the west of the West Wing and adjacent to the gate to the gardens. There is a macadam driveway running through the park which offers easy access to the Walled Garden and Church.
- The main hardened track runs through the middle of the estate. There are speed bumps approximately every 100m running from the road from the car park to the bottom of the hill about one mile past the Ickworth Church. There are further speed bumps running on the track past The Ickworth Lodge. Each of these speed bumps are up to 8cm (80mm) high.
- Whilst the driveway is suitable for wheelchair access it runs downhill from the House to the Canal Lake, in the bottom of a valley, for approximately 1/3 of a mile with a section of the road being a relatively steep 1:15 for approximately 150 metres it approaches the Church, your return along this route should be born in mind.
- St Mary's Church Ickworth – owned and managed by the Ickworth Church Conservation Trust and accessibility details should be sought through this organisation at www.ickworthchurch.org.uk

Walled Garden Meadow, Canal Lake and Summer House

- All areas are accessible with care by Wheelchair and Mobility scooter with all paths suitably wide. Paths are made up of gravel and grass and there are some inclines to be negotiated down to the lake area, so your return along these routes should be born in mind.

Parkland Walks

We have three longer distance way marked walks at Ickworth, named the Monument Trail, River Linnet Trail and Lady Hervey walk.

- The Monument and River Linnet Trail form the two routes for Ickworth's Multi-use trail which is suitable for all mobility scooters, cyclists, walkers, pushchairs and wheelchairs.
- The trail construction is made from a limestone and / or granite type one subbase. This material is compacted and limestone chip and dust is added to bind the aggregate which creates a hard surface for wheel chairs and buggies.
- There are a number of gates along the trail to allow access for all traffic. The gates are all two-way gates, meaning that they open from both sides. The height of these gates from the ground vary slightly depending on where the gate is mounted (approx 1m 20cm from the ground and 1.6m wide).
- The gates are fixed with 'bridleway' style handle and can be opened from different heights. The lowest usable height is around 1m 16cm from the ground, where there is increased tension compared to and the highest usable height, which is 1m 75cm from the ground.
- Lady Hervey's walk has steep gradients and areas of poor conditions in wet weather. We would not recommend wheelchair or mobility users use this route unless particularly adventurous, with suitably robust equipment and accompanied at all times.
- For all routes there are times when you are sharing the path with vehicles so please take care.