

Charlecote Park Access Statement

Charlecote Park
Warwick
CV35 9ER
T: 01789 470277
E: charlecotepark@nationaltrust.org.uk

Introduction

1. Charlecote is a traditional mansion style property with a house and outbuildings at the centre of the site surrounded by gardens and wider parkland, which is home to a herd of Fallow deer and a flock of Jacob sheep. It is sited between two main roads – Wellesbourne to Stratford upon Avon and Charlecote to Hampton Lucy roads. The Visitor Reception building is located on the opposite side of the road to the park, meaning visitors have to cross the road to access the site. The property incorporates a stretch of the river Avon which is non navigable and also part of the river Dene. The property as a whole is flat terrain with gravel on main paths whilst the wider parkland can be uneven or wet underfoot.
2. Mobile phone reception is generally good but can be intermittent in some areas of the park. The Site Coordinator carries a mobile phone at all times in case of emergencies – 07887 826 734.
3. Assistance dogs are welcome in all areas of the site and Charlecote does allow dog walking onsite – with the exception of certain areas of the park that act as a deer sanctuary
4. Cycling is not allowed onsite. We ask visitors to leave heavy or large bags at the front door to the house to protect objects. Light levels in the house and outbuildings can be low in Autumn/Winter months. Manual wheelchairs, an electric buggy and a tramper are available.

Arrival & Parking Facilities

1. The site is located close to J15 of the M40 and is brown signposted from nearby Wellesbourne and Stratford upon Avon. Using the property postcode in a SatNav brings visitors directly to the main car park.
2. There are 6 designated spaces in the main car park and 10 spaces in the onsite accessible car park. The accessible bays in the main car park are directly outside the Visitor Reception building
3. Car park and disabled parking area both have gravel surfaces.
4. There is a transfer vehicle available in the form of an 8 seater electric buggy, which due to the road separating the site, is available on the other side of the road to the visitor reception building. This buggy can carry wheelchairs separately but is not accessible for people who cannot transfer from their wheelchair.
5. The buggy travels from the main visitor entrance gates, down the main drive and through to the Victorian Kitchen courtyard. The route is then reversed. The vehicle does not go to the front of the house or the Orangery restaurant due to hazards with reversing/manoeuvring in constrained areas with high volumes of visitors.
6. Visitors can also park onsite if requested/needed. Accessible parking is available adjacent to the Spinney area.

7. Overflow parking is located in 'Dog Kennel Close' a field area belonging to and facilitated by staff at the neighbouring plants and flowers business. This increases the distance to the Visitor Reception and site. It is a grass field that although maintained is largely inaccessible for wheelchair users due to the uneven and rough nature of the ground.

WCs

1. There is one unisex and one ladies accessible toilet located at the Gatehouse facilities.
2. Accessible toilet is 2.8m, wall to wall. The larger cubicle in the ladies toilets is 1.6m, wall to wall.
3. The accessible and larger cubicle in the ladies toilet are right hand transfer.
4. There are no changing places facilities.
5. The unisex accessible toilet is lit with natural light and an energy saving overhead bulb, this area can have low light levels on dull days. The ladies accessible toilet is well lit with overhead lights but can have low light levels on dull days.
6. All WCs have electric hand dryers.

Visitor Reception

1. The building is brick with a tiled floor, wooden fixtures and a high open ceiling. There is a small amount of matting at the inside entrance to absorb water and dirt.
2. The entrance is level but the gravel directly outside the entrance has large stones and can be difficult to traverse.
3. How wide is the entrance door? Front door (one open) – 85cm, (both open) – 172cm. Side doors (one open) – 81cm, (both open) – 164cm. Glass inner doors (one open) – 67cm, (both open) 135cm. Gates onto roadside – 94cm. Reception side gate – 150cm.
4. All doors & gates are manually powered and can be opened by staff/volunteers as and when required. Front doors open inwards. Side doors open outwards. Glass doors open in both directions. All can be made to hold open independently (eg. with a hook).
5. The reception pods are isolated and staff can easily move from behind them. They are located at the furthest point from the main doors. Staff can move around desk to talk to visitors and clipboards are available for additional hard surface at a lower level.
6. There is a lot of natural light with four normal windows, one extra large window, glass panels in top half of entrance doors and two additional skylights in the ceiling. Artificial lighting is provided by a mixture of LED spotlights and normal incandescent bulbs. There are also outdoor security lights for evening/darker days.
7. Chairs available = 4 x dining chairs, one long low bench, 2. None of these have arm rests.
8. Induction loops available at both tills. Till 1 is a permanent feature and till 2 is as and when needed.
9. There is no induction loop available at the membership recruitment desk.
10. No staff/ volunteers have particular communication skills eg. BSL.
11. Manual wheelchairs are available on the property one from VR and the remaining are stored under the Education Room stairs close to the accessible car park. Option available to park onsite in the accessible car park or to be picked up by the electric buggy once visitors have crossed the road into the park. Staff can meet visitors at the accessible car park or buggy drop off point with a manual wheelchair. Wheelchairs and buggy do not need to be booked in advance.
12. A Trampler was purchased in 2019 and will soon be available to hire from visitor reception and is road worthy

House

1. The house is approximately 300m from the Visitor Reception.
2. Immediately outside the front door are smooth paving stones leading onto gravel paths.
3. There is one historic step into the main entrance. A ramp is situated at this entrance at all times.
4. The entrance door is manual opening and opens inwards. It stands open during visitor opening times except in cold weather when it is closed to maintain warmth within the rooms. Staff/volunteers can assist with opening the entrance door. Front door (one open) – 75cm, (both open) – 104cm.
5. Turret door can be used for access during building works etc. This entrance is across a gravel path, is narrow (size) and involves a step to access the ground floor. This entrance is only used in extreme circumstances.
6. The Great Hall has no soft furnishings. There is a marble floor, plaster walls and a high barrel vaulted plaster ceiling which may cause sound echoes.
7. The rooms do have natural light which is controlled for conservation reasons using cream sunblinds. Rooms can become dark on dull/winter days. All rooms have additional electric lighting using energy efficient bulbs but this is designed to be historically in keeping rather than to provide adequate light. There is provision in plug sockets to provide additional lamps etc if required.
8. Access to the first floor is primarily via a steep spiral staircase located in the historic turret. This is upwards access only except for holiday flat guests who also descend this staircase. Hand rail is provided by a fixed rope to the inner of the spiral. Alternative access is via the main staircase which has wide, shallow steps with a fixed, wooden handrail but it also has two-way traffic.
9. Are there any narrow corridors and doorways on each floor? (e.g. with widths less than 750mm.) - No
10. Is there space to turn a wheelchair easily in each room (requirement of 1500mm diameter circle) - yes
11. There is a seat available in each room of the house plus a bench in the Great Hall. None of these have arm rests.
12. We attempt to ensure that there are volunteer Room Guide volunteers in every room except for the Orange Bedroom and conservation store. Orange Bedroom and conservation room are roped to prevent access. Depending on volunteer numbers there may only be one Room Guide covering the Billiard and Drawing Rooms for example.
13. There is one WC in the house used by staff and volunteers. Visitors can use this WC in an emergency. It is not accessible.
14. There are no daily guided tours although we sometimes provide out of hours tours for groups and open the house on Wednesdays by guided tour only. These do not have an induction loop or alternative method of communication such as BSL.
15. A Braille guide is available but this is out of date and badly presented.
16. Powered wheelchairs or mobility vehicles cannot access the first floor. There may be some restriction based on their weight due to the fragile nature of the marble floor in the Great Hall, however this has not been an issue thus far.
17. People are welcome to sit in the Great Hall or the porch if they do not want to do the same amount of visit as the rest of the group, however these are not quiet areas.

Food and Beverage

The Orangery Tea Room

1. The Orangery is approx. 400m from the car park.
2. Surface outside the restaurant is a gravel path.
3. Front entrance door has small steps. There is ramped access through the front door along with a side door which is signposted at the front of the building.
4. Both entrance doors are manually powered and inwards opening. Usually the only one half of the main door is opened to give access and the accessible entrance remains closed unless needed. Staff can assist with opening/closing doors. The main entrance door is 64.5cm wide when half open and 134.5cm wide when fully open.
5. The accessible door is accessed via a gravel path, through an entrance in the hedging and flagstones on a sloping gradient to the door. It is signposted from outside of the main building. It is approx. an extra 10m from the main entrance door.
6. The accessible door is 67cm wide when half open and 136cm wide when fully open.
7. The seating area has an historic flagstone floor and high ceilings giving the possibility of creating sound echoes. The servery area has a low ceiling and has laminate flooring.
8. The seating area is lit with a lot of natural light – the building was historically the Orangery – with the addition of two large ceiling hanging chandeliers with modern energy saving bulbs. The server relies on artificial light from modern energy saving bulbs and two skylights providing natural light over the area used by staff behind the counter.
9. There is only one floor.
10. The counter height is 900mm, there is no lower level to assist wheelchair users.
11. Staff will assist visitors as required, visitors can be seated if they experience difficulty queuing and staff will then assist them
12. There is circulation space between the tables of around 1200mm along the main visitor pathways but not between each individual table.
13. Till point has portable induction loop; currently investigating how to fix permanently installed induction loop following the refurbishment of the server.
14. Menus are not available in large print and Braille.
15. There are no large handled cutlery or double handled mugs. Straws are available.

The Wood Yard Café

16. The Wood Yard Café is approximately 100 metres from the on-site accessible car park.
17. Surface outside the Wood Yard Café is gravel with a 1:15 gradient on entrance to the café. Staff will be available to assist wheelchair visitors in and around the Wood Yard café.
18. There is a 2m wide level surface at door entrance ways (1.2m beyond door opening)
19. The entrance double door opening width is 1800mm
20. The seating area inside is 95sqm
21. The outside seating area is 500sqm
22. There is only one floor.
23. The counter height is 900mm, there is no lower level to assist wheelchair users.
24. Staff will assist visitors as required, visitors can be seated if they experience difficulty queuing and staff will then assist them
25. There is circulation space between the tables of 1200mm along the main visitor pathways but not between each individual table.
26. Till point will have a permanent induction loop.
27. Menus are not available in large print and Braille.
28. There are no large handled cutlery or double handled mugs. Straws are available.

Retail (Servants' Hall Shop and Avenue Plants)

1. Shop is approx. 400m from the car park.
2. Gravel surface outside the shops.
3. Stepped entrance to the shop via the scullery. There is ramped access via the Historic Family's entrance, this has to be requested.
4. Main door to shops open inwards, are always open during opening times and are manually powered. Volunteers and staff are able to help with this.
5. Route to alternative door (accessible entrance) is a gravel path on an uphill incline. There are flagstones and a coir mat outside this entrance.
6. The doors are: Servants' Hall = 91cm wide,
7. There are no carpets or wall hangings in the shops. The Kitchen/scullery access to the main shop has high ceilings and may cause sound echoes.
8. There is natural light in both shops – outside vegetation needs to be managed to ensure it does not block natural light. There are two low hanging domestic ceiling lights in the main shop and spot lights in the pantry shop.
9. There are no alternative floors but access to main shop is up a flight of steps into the Scullery or ramped access via the Donor Family entrance.
10. Avenue Plants is located c.20m from visitor reception and is accessible through manual gates, which are propped open during trading hours
11. The undercover area in the barn has no doors. The area has paved flagstones for visitors to move around on and under the plant bays is a gravel, to ensure drainage from the plants
12. Staff and volunteers will assist reaching down items to view if they cannot be reached by customers.
13. There are too many items to produce a large print price list but staff and volunteers will assist with item prices.

Garden

1. There is currently no map around the garden showing options for routes.
2. There is a route round the garden avoiding any steps, stiles or other difficult areas for people with mobility difficulties. The only exception is the parterre garden which has stepped access and no ramp due to space and implications for the historic fabric of the garden.
3. The garden path surfaces can be gravel, cobbles, paving or grass.
4. There are steps to access the parterre garden, 2 x from the cedar lawn to the green court (alternative route available) and down to the river from the parterre.
5. The steps do not have handrails but do have historic balustrading at the side.
6. The green court and gatehouse gates remain open during property opening times. The only closed gate is at the end of the long border, it can be pushed open and springs back with a self-closing mechanism.
7. There is no interpretation in the garden, tactile model or audio tour.
8. There are benches throughout the garden, both historic stone and modern metal or wooden additions.
9. There is a modern addition sculpted water feature in the woodland garden (recently vandalised awaiting repairs).

Contact details for more information



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