Wallington Access Statement – April 2018
Wallington House, garden and grounds
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**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 and tenanted cottages. The property attracts over 225,000 annual visitors (2016) with the garden and grounds open 365 days a year.

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

The property has an access plan used as an orientation tool for all and includes information about the accessibility of the whole property including details of location of seats, gates and stiles and information on path surfaces and gradients. There are improvements to be made, but it is a very good introduction and orientation tool to the property and the visitor welcome team are available to highlight the alterations that have taken place since production.

**Central Courtyard:** Situated 200m from the main car park, this is a central square courtyard with a range of buildings comprising – toilets, clocktower, base camp, offices, 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, which in good weather encourages visitors to picnic and play on the lawns.

**West Wood:** Accessed direct from the Car Park (95m whin stone) or Central Courtyard via 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, three children's play areas and a wildlife hide.

**East Wood:** Accessed from the Central Courtyard via the East Lawn or Accessible parking area at Walled Garden. Wood consists mainly of a Walled Garden and Conservatory, providing a more tranquil area for visitors. Access to most parts is available via the lower terraces, some areas include steps.

**House:** Accessed from the Central Courtyard, 40m from courtyard to front door via a gravelled roadway. Open 7 days a week peak season. The front entrance is ramped and has an internal vertical lift, which provides access to the first floor rooms. The Cabinet of Curiosities is accessed via a short flight of steps from the first floor.
Mobile phone reception and emergency cover:

- Mobile phone reception across the property is poor and varied dependent on provider. Vodafone is currently the best network.
- Land lines are available across the hub. The emergency contact number is (01670) 773606
- Staff have radio coverage in case of emergencies across the property.

Assistance dogs and general property policy towards dogs:

- The property is dog friendly (must be on leads); accessing all outdoor areas and assistance dogs are welcome indoors.

Other key information

- We are making it simpler for people to bring an essential companion, offering essential companion cards that offer free entry to one or two carers who accompany a disabled person. Please call for more information (01670) 773603
- The house has low light levels in a number of rooms due to conservation of collections. Visitors need to hand over large items to be stored before entering the House.

NB: All information correct as of April 2018
1. Arrival & Parking Facilities

Directions to site:

- There are currently over twelve direction 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 and Reception building. An additional eight, non-marked parking spaces are available (approx. 30 metres from the reception) and there is a drop off and pick up facility outside visitor reception.

- The drop off area outside the Visitor Reception is a tarmacked surface.

- The main car park surface comprises Whin Dust stone, with small patches of tarmac. It can be uneven and wet during adverse weather. The overflow car park is grass.

- **Transfer vehicle:** Wallington does not have a transfer vehicle.

- **Other possible parking arrangements:** Parking close to the house is available with prior arrangement and there are four accessible car park spaces available at the Walled Garden with type 1 surface.

- There are no toilets at the Welcome Building or Car Park. These are all located in the Central Courtyard – 200m from accessible parking.
2. 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 at varying heights used as a viewing platform for 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 available with arm rests and a sofa.

Induction loop:
• Induction loops are available at the visitor welcome.

Communication skills:
• Currently no staff with British Sign Language (BSL)

Interpretation - tactile models, audio tour:
• Wall Map, AV Screen

Manual wheelchairs or powered mobility vehicles:
• Available to book - one heavy duty mobility scooter, three light mobility scooters, two wheelchairs that need assistance and one unassisted wheelchair.
3. 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 there is a very relaxed and informal atmosphere which in good weather encourages visitors to picnic and play on the lawns.

4. Retail
- Two shops accessed via cobbled path which is uneven. Manual shop doors open inward. The main shop door width is 162.5cm. The seasonal shop door is 170.5 cm. 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 900mm.

Available seating:
- Chairs available with arm rests on request.

Induction loop:
- Induction loop are available In the shops.

Communication skills
- Currently no staff with British Sign Language.

Interpretation - tactile models, audio tour:
- None available

Staff assistance:
- Staff are available to assist.
- Assistance dogs are welcome.
5. Catering

- There are two catering outlets in the courtyard, open 362 days of the year. The Clocktower café has three entrances; main entrance access via tarmac. The Clock tower kiosk access is via paving slabs. Third entrance upstairs has access via an outside stone staircase with a metal handrail.

**Catering Doors:**
- Main café door is manual, 100cm wide and opens outwards, access tarmac. The second door is 81cm manual and opens inward, access cobbled stones. Both doors have standard thresholds.
- Upstairs has access via an outside stone staircase with a metal handrail, the door opens in and is 93cm wide. There is also internal access via a wooden staircase with one hand rail.

**Flooring:**
- The floor inside is level. (The ground floor café has a small internal ramp). The flooring is Altro safety floor.
- Upstairs is a wooden floor.

**Lighting:**
- Artificial LED and florescent.

**Layout:**
- Downstairs the table layout allows one walkway of 105cm on the left hand side and 84cm on the right, there is sufficient space for wheelchair users. May be difficult to turn during busy periods.
- The serving counter is downstairs and is 97 cm high.
- Upstairs there is sufficient space however, not suitable for wheelchairs.
- The clock tower kiosk has a serving hatch height of 102 cm.

**Available seating:**
- Chairs with arm rests.
**Induction loop:**
- Induction loop available at the till point.

**Communication skills:**
- Currently no staff with British Sign Language.
- Two TV screens used as menu boards

**Interpretation - tactile models, audio tour:**
- None available

**Large handled cutlery, double handled mugs, straws:**
- Available

**Staff assistance:**
- Staff are available to assist.
- Assistance dogs are welcome.
6. Toilet Facilities

- Accessible toilets are located within the central Courtyard, Main café and house. There are no changing adult facilities, table or hoists.

**Courtyard - accessible toilet:**
- Always available. (155m from accessible parking area). Dimensions (180cm x 250cm) left hand transfer artificially lit with LED lights, automatic hand dryer. Door is 93cm wide and opens out.

**Courtyard – Main toilet:**
- Male toilet door is 83cm and opens in, female is 83 cm and opens in.

**Café – accessible toilet:**
- Only available during Café opening hours.
- Dimensions (180cm x 260cm) left hand transfer, artificially lit with LED lights, automatic hand dryer. Door is 93cm and opens out.

**Café – Main Toilets**
- Male toilet door is 90cm wide and opens in,
- Female toilet door is 80cm wide and opens in.

**House – accessible toilet:**
- Dimensions (160cm X 320cm) left hand transfer, artificial compact florescent light. Paper towel hand dryer.
- Door opens inwards and is 92cm wide.
7. House

Distance from car park and visitor reception:
- It is 300m from the Visitor Welcome and Information Building to the front of the house.

Path Surface:
- Paths leading from Visitor Welcome building into and around the courtyard are tarmac. There is a 40m section of gravelled pathway from the courtyard to the door of the house.

Access into House:
- Entrance to the House is via a manual inward opening door (0.95cm wide). Staff and volunteers assist with the opening of the door.
- Via a 3m wooden ramp with handrails as well as steps. The gradient is 1:6.5
- No corridors less than 75cm wide
- Wheelchair turning space: (requirement of 1500mm diameter circle) some rooms and corridors have limited turning space
- Access available for manual or smaller powered wheelchairs
- 2 wheelchairs are available - self-assist and assist
- Seating available in most rooms - chairs in the Parlour and Entrance Hall have arms
- Guided tours: are available on request.
- Mobile induction loops are available free of charge
- Non-public areas are available if needed.
- Assistance dogs are welcome
Internally:

- The ground floor is accessible and room for a wheelchair or small scooter.

- Access to the top floor is via a carpeted stone stair case with a stone banister. There is also an internal vertical lift, which provides access to the first floor rooms, operated by staff (149cm X110cm). The door is 90cm wide.

- The Cabinet of Curiosities is 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.

Room furnishings:

- All visitor facing rooms and corridors have wall-hangings and carpets. Rugs, curtains, the kitchen has a stone floor.

Lighting:

- Low light levels for conservation reasons.

Available seating:

- There are chairs available with arm rests.

Induction loop:

- Mobile induction loops are available.

Communication skills

- Currently no staff with British Sign Language.

Interpretation - tactile models, audio tour:

- Printed Room Guides
- Staff are available to assist
- Information leaflets in all the rooms are written in minimum of 12pt text with good colour contrast and sans serif font. During 2018, interpretation will be developed on tablets to include with audio stories.
8. 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 Ice House. 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 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.

Perches or seats:
- Picnic tables are by the play areas and outdoor kiosk, but currently very limited in the wood itself.

Interpretation - tactile models, audio tour etc:
- There is no formal interpretation

Water features, including waterfalls:
- 3 ponds and cascades
Wildlife Hide
- Accessible via a wooden ramp with gradient of 1: 7.6
- Door opens outwards and is 0.89 m wide
- Wheelchair and mobility scooter friendly
- Wheelchair viewing area

Catering Facilities
- Seasonal catering 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.

9. East Wood
- Formal Pleasure Grounds - woodland garden, which people pass through to reach the Walled Garden. Like West Wood it too 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.

Path surfaces:
- 2700m of pathways of tar and chip surface (85%), and Whin Dust Construction (15%).

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 Woodland 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.
10. Walled Garden

- Located 860m from the Visitor Welcome Building.
- Accessible parking area 83m to the entrance of the Walled Garden.
- A number of paths and ramps exist.
- Path surfaces 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 wooden ramp with a gradient of 14%
- The door opens inward and is 112cm wide
- Once in the walled garden there are two terraces, the upper terrace is wheelchair friendly.
- The lower terraces are accessed best with a Tramper or similar standard and the driver is experience.
- Ramp width 112cm. Ramp gradient = 16%

Conservatory

- 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

Catering – Walled Garden

- Seasonal catering offer Access is 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.
Wallington Basecamp

Bunk barn available to rent via https://www.nationaltrust.org.uk/holidays/wallington-bunkhouse-the-north-east. It can accommodate up to 20 persons.

**Car Parking:**
- Available parking for two cars outside, but main carpark is 250m away.

**Entrance:**
- Access to accommodation via ground floor door over tarmac and gravel pathways.
- Front door opens outwards 90cm wide

**Internally:**
- Ground floor – two toilet blocks and sleeping dormitory
- First floor (via flight on stone steps) - Main lounge, kitchen and second dormitory.

**Lighting:**
- LED strip lights in most of building LED spot lights in kitchen

**Flooring:**
- Rib chord carpet throughout, solid stone steps to access first floor, vinyl flooring in toilets.

**Seating and furnishings:**
- Several sofas, standard chair with no arm rests. Blinds and painted stone walls.

**Kitchen**

**Entrance Doorway**

**Main Lounge**