

Hardwick Access Statement

Hardwick Hall, Doe Lea, Chesterfield, Derbyshire. S44 5QJ

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Introduction

1. Hardwick is an Elizabethan Mansion surrounded by garden and parkland. Inside there are old uneven steps up to the first and second floors. Outside the garden is flat with surfaced paths. The park is made up of hilly wood pasture landscape where sheep and cattle graze with areas of woodland and numerous ponds. Our restaurant and shop can be located in the old Stableyard buildings which have been developed with access in mind however, please be aware that these areas are historic and have uneven floors
2. The quality of mobile phone reception is dependent on network and is limited and patchy away from main visitor area. Public wi-fi is available in the restaurant. Please contact 01246 850430 in an emergency.
3. Assistance dogs are welcome in all areas. All other dogs are welcome in the wider park, stableyard and shop, but not in the garden, hall or restaurant.
4. Light levels are low inside the hall due to conservation reasons. Large bags, buggies and brollies need to be stored inside the entrance hall before exploring the hall. The ground floor is accessible by wheelchair.

Arrival & Parking Facilities

1. The postcode for sat nav is S44 5RW , this should take your to our main entrance. Hardwick Hall is brown signed from J29 of M1.
2. There are speedbumps on access roads to the Hall and Park Centre. The speedbump on the main drive is approx. 81mm high. Speedbumps on the drive to the Park Centre car park are approx. 92mm high.
3. Up to 20 accessible parking spaces are available within the main car park. These are located approximately 25m from Visitor Reception Building at their closest point, up to 100m away at furthest point.
4. The car park has a hard surface with mixture of gravel and tarmac. There is grass parking in the overflow carpark.
5. A buggy service is available throughout the day from Visitor Reception to transport people to the shop, toilets, restaurant and hall. Seating is available at the Visitor Reception and outside the restaurant. The buggy is not accessible for people who are unable to transfer from wheelchairs.
6. There is overflow parking adjacent to the disabled parking area, but if this becomes full people can be dropped off in the disabled parking area prior to parking elsewhere.

WCs

1. There are accessible toilets in the Stableyard, at the rear of the restaurant and in the main toilet block. There is also an accessible toilet at the Park Centre near the ponds.
2. The accessible toilet at the rear of the restaurant is 280cm x 215cm, the one in the main toilet block is 210cm x 135cm, and the one at the Park Centre is 233cm x 166cm
3. All accessible WCs are left hand transfer.
4. Currently we are unable to offer a Changing Places facility (WC with adult changing table and hoist)
5. The accessible WCs in the Stableyard are well lit with LED lighting.
6. The WCs (both accessible and non-accessible) have automatic hand driers.

Visitor Reception

1. The building is a wooden construction with glass doors and a large glass viewing window. The doors are made of glass. The flooring is a composite material which can be slippery when wet and muddy. This is regularly cleaned by the staff.
2. The entrance and exit are level. All glass surfaces are etched so that people are aware of them.
3. The entrance and exit doors are each in excess of 3 metres.
4. The entrance and exit doors are manually operated and are usually kept open, they open inwardly and staff willingly open or close them should this be necessary.
5. The reception desk is at its highest 100cms with a central panel of 72 cms. If this should be too high staff are available to talk to visitors away from the desk and there are 2 tables with chairs that can be used.
6. There is great natural lighting from the doors, and the viewing window. This is augmented by LED spotlights.
7. There are chairs but none have armrests. The semicircular corner sofa is 40cms from the ground.
8. There is an induction loop at the reception desk.
9. There is currently no induction loop available at the membership recruitment desk so a portable loop is available on request.
10. Some members of the team can use basic BSL and can sign slowly.
11. Manual wheelchairs are available to borrow, these are Excel G-Explorer all terrain wheelchairs and there are 5 in the Visitor Reception Building, 1 at the Gatehouse and 2 in the Hall. They can be booked if necessary by telephoning 01246 858435.

House

1. The distance from the car park to the Hall is 750 metres.
2. The surface on the paths outside the House is a mixture of flag stones, cobbles and compressed hardcore
3. There are 3 steps up to the entrance of the Hall. Ramps are provided at both the entrance and exit to the Hall.
4. The entrance door is 175cm wide and opens inwards manually. Volunteers are on hand to assist with opening the door if required.
5. Wheelchair access to Below Stairs is via the double external doors to the left of the main hall doors. This door is 105cm wide.
6. The ground floor has a stone floor. First and second floors have rush matting on the floor. There are tapestries and curtains throughout so echos are kept low.
7. Light levels in the Hall are kept low for conservation reasons. There is limited natural light from windows through sun curtains, with additional artificial lighting on some objects.
8. Access to the first and second floors is by stairs only. There are handrails on both sides on some sections of stairs, and on one side only for other sections. For those unable to get to second floor, the first floor can be accessed through the drawing room.
9. There is a section on the first floor between the bathroom and cur velvet bedroom where the corridor and doorways are narrow (e.g. with widths less than 750mm)
10. In rooms which are accessible by a standard wheelchair (ground floor), there is space to turn a wheelchair in each room. Access is narrow in some of the exhibition rooms.
11. There are seats for visitors to use around the house but most do not have have armrests.
12. There are volunteers in most rooms.
13. There are WCs in the house, located at the exit. There is no accessible WC in the house. The nearest accessible WC is in the Stableyard.
14. Talks and guided tours are available. A portable induction loop is available on request.
15. A virtual tour is available on the computer in the serving room. Large print and braille interpretation is available on request. Interpretation is also available in various languages. A handling collection is available. There are no audio guides at present. Information is provided by volunteers in each room.
16. Due to conservation restraints, restrictions are in place for powered wheelchairs and powered mobility vehicles inside the house
17. Pushchair storage is available under the colonnade near the entrance to the Hall.
18. Quiet areas where people can sit if they don't want to do the same amount of the visit as other members of their group are located in the old kitchen area near the exit to the Hall, in the garden and in the Stableyard restaurant.

Catering

1. The distance from the car park to the Restaurant is 350 metres.
2. The surface on the paths outside the Restaurant is a tarmac with chip finish.
3. There is level access at the entrance to the restaurant.
4. The main entrance door is 200cm wide and opens outwards manually. Staff are on hand to assist with opening the door if required.
5. There is alternative ramped access to the rear of the restaurant where doors open inwards manually, this is also 200cm wide.
6. The 'Reynolds Room' & 'Loft' are carpeted The main restaurant area downstairs is a stone flag floor and the mezzanine floor is a composite hard floor.
7. There good natural light, with LED bulbs throughout.
8. The first floor in the restaurant is only accessible by stairs. There are handrails on both sides.
9. The counter height is 900mm. There is no lower counter but staff are able to move round the counter to assist wheelchair users
10. Visitors can be seated if they experience difficulty queuing and staff will assist them to place their order.
11. Tables are 725mm high. Some tables have a circulation space of around 1200mm, others do not. The tables and chairs are loose and can be moved, please speak to a member of staff who will assist you with this.
12. Tables outside have circulation space of over 1200mm. These are picnic tables in style with fixed bench seating. The surface of these tables are 750mm high with overhangs at one or both ends of the tables to allow wheelchairs to access the tables. Please speak to a member of staff who will assist you with seating requirements if necessary.
13. There is an induction loop at the till.
14. Menus are not available in large print and Braille. Staff and volunteers are able to assist with menu information.
15. Straws are available on request.

Retail

1. The distance from the car park to the shop is 300 metres.
2. The surface on the paths outside the shop is a tarmac with chip finish.
3. There is level access at the entrance to both the main gift shop and outdoor shop.
4. The entrance door to the gift shop is 180cm wide and opens outwards manually. Staff are on hand to assist with opening the door if required. The entrance door to the outdoor shop is 110cm wide

5. There are hard cobbled floor surfaces in both shops. These are uneven in places with covers over any major undulations.
6. There is low levels of natural light in the shops, but there is good LED lighting in the main gift shop.
7. The shops are all on the ground floor.
8. The counter height is 790mm. There is no lower counter but staff are able to move round the counter to assist wheelchair users.
9. Circulation space of 1200mm cannot be guaranteed between all the display stands.
10. The till point has an induction loop.
11. If an item is out of reach please engage a member of staff to help you.
12. There are no large print versions of the price list. Staff and volunteers are able to assist with pricing information.

Garden and Park

1. There are accessible paths around the garden and in some areas of the park. A map is available showing footpaths in the park and garden.
2. The main paths are surfaced with compacted limestone or flagstones. Less accessible paths in the garden are surfaced with grass.
3. There are no slopes on the paths in the garden. Gradients in the park range from low to very high in places and there is an uneven camber on some paths through the park.
4. There are 2 steps in the garden. There is an alternative route to avoid these. There are over 20 steps in the park at the end of Lady Spencer's Walk.
5. The steps in the park have handrails.
6. There are no closed gates in the garden except the one at the exit which is 113cm wide. Open gateways within the garden are 105cm wide including the door into the garden gazebo. There are numerous gates on the routes around the park. They range from 74cm – 114cm wide. The majority are around 112cm wide.
7. Good signage and interpretation is available throughout the estate and is continually monitored and updated where appropriate.
8. Seating is available around the garden and parkland and seats are between 40cm and 52cm from the ground.
9. There is a water feature in the form of a pond in the east court of the garden. There are 7 ponds in the park.

Contact details for more information

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