

## Dudmaston Hall Access Statement

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### Introduction

1. Dudmaston is a traditional country house property with outbuildings, a working estate, an estate village, gardens with ponds and pools and extended countryside with tenant farms with livestock. It sits across the A442 and is split in two by the main road. It encompasses the villages of Mose and Quatt and has borders at Hampton Loade, the River Severn, Quatford and A458 and additional visitor access into Comer Woods.
2. Mobile reception across the property is intermittent, there is a duty mobile that can be contacted in an emergency 24/7 07789 617687.
3. Assistance dogs are welcomed across the property including the Hall and there are water bowls spread across the main site. In general dog walking is allowed across the whole estate but there are areas where dogs need to be kept on a close lead around grazing cattle. Dogs are not able to enter the Gardens at the Hall. A Dog Walking Guide is available at Visitor Reception. Dogs are able to be off lead in Comer Woods.
4. Visitors will be asked to leave any pushchairs, buggies or large bags at the entrance to the Hall.
5. The level of lighting is average throughout the Hall and across the property in general. Some of the galleries have lower than normal levels of light and little artificial lighting. This can be particularly noticeable in spring and autumn.
6. There is a PMV and a manual wheelchair available to use from Visitor Reception. There is also an access map for the property available from the same location.
7. Children aged 5 and under are welcome to bring tricycles and starter bikes (either no pedals or with stabilisers) when they visit. Standard bicycles are not permitted at Dudmaston Hall, regardless of the cyclists' age, to keep this area a safe environment for budding cyclists to learn in and for all visitors to enjoy. Visitors of all ages are welcome to bring bikes and cycle the trails in Comer Woods.
8. The property is built on many levels with many different types of terrain. This terrain ranges from grass to rocky outcrops. Within the formal visitor area there are loose gravel paths, some of which are formed over hard standing. which extend on certain routes into the wider estate. These can become muddy and have runs created in heavy wet weather.

### Arrival & Parking Facilities

1. The Property has brown signs directing you from the A442 both from the Bridgnorth and Kidderminster direction. There is an additional brown sign immediately opposite the main entrance gates. There is a separate entrance for Comer Woods located approximately 1.1 miles from the main Estate entrance. The main entrance has the gate set back from the main road. The main property opening times are 11am – 5pm but these vary seasonally. The main gates lead down a single drive to the main car park.

2. There are 13 designated spaces for visitors with access needs located in the front two rows of the car park nearest to Visitor Reception. These are clearly indicated by signs. It is approximately 44m from the lower end of the car park to Visitor Reception.
3. The main car park surface is mainly grass with some gravelled areas particularly on the vehicle routes. The overflow car park is mainly grass. The rows are marked out with ropes and stakes approximately 81cm high. Occasionally additional parking is provided in the parkland which can have longer grass and an uneven surface. Additional accessible parking is provided in the field adjacent to visitor reception and is clearly marked with signs on stakes.)
4. There is the ability to drop off visitors by Visitor Reception whilst the driver parks in the main car park. There are small benches and seats available at Visitor Reception.
5. There is no Visitor Transport facility available at the property.

## WCs

1. There is an accessible toilet located in the Orchard Tearoom Block which is 107m from Visitor Reception.
2. The accessible toilet is right hand transfer.
3. There is no Changing Place facility at Dudmaston
4. The accessible toilet is lit by one energy saving bulb and by natural light.
5. The toilets have both hand dryers and paper towels available. The accessible toilet has a low level sink and paper towels. It also contains a baby change unit.
6. All the toilets are lit by a mix of natural light and energy saving lights; the floors are even with stone tiles and the doors open inwards. The accessible toilet door opens both ways.
7. There is a small wooden ramp up to the entrance of the toilets.
8. The door to the accessible toilet is slightly offset from the main entrance to the block.

## Visitor Entrance and Reception



1. The Visitor Reception is made of wood. It has a mix of wooden fixtures and metal shelving. It contains a round laminated membership table with plastic seats, an ice cream freezer and a wood burning stove.
2. It has a vaulted roof and can get very busy on high visitor number days and consequently can be noisy. The approach to the main doors is on a gravel trail
3. The entrance doors are approached up a concrete ramp with wooden boundaries. The ramp is 183cm long and 208cm wide. The doors open to a maximum width of 110cm. The exit doors are also approached by a concrete ramp with a wooden lip and boundary. This ramp is 122cm in length and 155 cm wide. The rear door opens outwards to a maximum of 109cm.
4. All entrance doors are manually operating and unless extreme weather occurs are always secured open when the property is open. They are wood panel doors with glass windows. There is a small concrete slope from the gravel path to the entrance doors and again from the exit doors. The floor is level and there are two mats for capturing dust and gravel at each entrance.
5. The reception desk is 95cm high. Staff will come around the front of the desk to any visitor requiring assistance. There is a clipboard available for use as required.
6. The area is well lit with both natural and artificial light sources.
7. There are 4 chairs none with arms. There is a backless bench outside the hut.
8. There is no induction loop available within the hut.
9. There is a PMV and a manual wheelchair available. These are free and bookable in advance from Visitor Reception. All hirers will need to complete a hire form and members of staff are available to help with that process.

## House and Galleries



1. The main entrance to the Hall is located 390m from Visitor Reception.
2. The route to the Hall is along both shallow gravel paths and tarmac paths. Outside the main entrance to the house is tarmac drive. The side entrance to the House is from the Brewhouse Courtyard which is gravel on tarmac and a small area of cobbles. In the Spring and Autumn the entrance to the galleries is located off the Brewhouse Courtyard which is gravel on tarmac and a small area of cobbles.

3. The main entrance to the Hall is up 5 evenly spaced steps. These are made of stone and are uneven in places. There is also a wooden access ramp with two turns, one right handed and one left handed. There is a second entrance to the left hand side of the property which has a small ramp up to it.
4. The main door is manually operated but generally open during visiting hours unless weather conditions. It is made of two smaller doors which open inwards. The width of the door opening is 70cm with one door and a maximum of 128cm with two doors open. The doors are always staffed and assistance can be offered.
5. The side entrance door is made up of two sequential doors. The first is a wooden oak door and is 113cm wide. This is accessed from the Brewhouse Courtyard over a cobbled entrance and ramp. This leads to a secondary entrance door which is 102cm wide which leads directly to a level tiled corridor.
6. Most of the rooms within the open areas of the Hall are furnished or are gallery spaces with carpet or matting floors and soft furnishings. The Botanical Gallery has a wooden floor which can be noisy when walked on. Gallery 1 has a tiled floor with little soft furnishing and can be noisy. Gallery 2 has a mixed stone floor, which is uneven and wooden floor which can be noisy. The Inner Hall is tiled with a brass vent and can be noisy on busy days.
7. The Modern Art Gallery has a piano which is played on most days. Additionally it has stanchions around a Harp and statue.
8. The Hall and galleries are lit by a mix of natural and artificial light. The light levels can vary considerably around the Hall as blinds can be drawn to protect the art and furnishings and some galleries have naturally lower levels of lighting.
9. There are four areas with stairs. The stairs that separate the 2<sup>nd</sup> floor, 1<sup>st</sup> floor, ground floor and lower ground floor are made of wood and are 92cm wide at their narrowest opening to 127.5cm wide. These have varying ceiling heights and can be noisy at busy times. The main staircase that links the Inner Hall to the 1<sup>st</sup> Floor is 31 stone steps with carpet runners which curves to the right. There are also two sets of steps from the Modern Art Gallery to the first floor galleries. These are made of wood and one is 9 steps and one is 8 steps.
10. The narrowest doors in the Hall and Galleries are 78cm wide and these are located at the entrance to the Botanic Gallery, Costume Gallery and the Lower Ground Floor.
11. There is room for a standard wheelchair to turn in all accessible rooms.
12. There are seats available with armrests in the Entrance Hall. Other chairs are located in each room without armrests. The Oak Room has a small sofa and two armchairs and the Spanish Gallery has two sofas. The Modern Art, Costume and Exhibition galleries have benches.
13. There are volunteers in most rooms and galleries.
14. There are no toilet facilities in the Hall and Galleries. The site toilets are available in the Orchard Tearoom block.
15. There are no guided tours or induction loops nor any BSL available. There is a daily Art Tour at 11.30am.
16. There is a visual guide of the upper floors and galleries available.
17. We are restricted to one powered wheelchair inside each section of the House or Galleries at any time.

## Orchard Tearoom



1. The tearoom is located 90m from Visitor Reception and 130m from the end of the car park. The entrance door to the tearoom is approached from a gravel path and has a slight lip. It is 98cm wide, manually operated and opens outward into the orchard. There is a secondary door which opens inwards. These doors are normally secured open. Inside the entrance is flat with tiled floors.
2. There are two other entrances to the tearoom. There are manually operated double barn doors that open out onto the orchard and these are 178cm wide. These are approached up a wooden ramp which is slatted and is 183cm wide. A further door exits from the Tearoom into Stable Courtyard which is made of oak and is on a step. The door is 118cm wide and the step is 13cm. This is also a manual door and opens inward. A door separates the counter from the seating area, this is arched and is 109cm wide.
3. The counter is 82cm high. Staff will come around the counter to assist if required. They will also provide table service if required.
4. There is limited room between the tables (less than 100cm) however tables and chairs can be moved by staff if required.
5. The tea room is made of brick with high ceiling and a tile floor. It can be very noisy on peak days. Outside seating is available at tables on hardstanding in the orchard or on benches on the grass of the orchard. These are located under and around apple trees. The tables on the hardstanding also have three umbrellas available for shade.
6. The tearoom is lit by artificial energy saving lights and natural light. During fine weather the barn doors are kept open to allow plenty of natural light into the space.
7. Menus are not currently available in braille or large type but staff will assist with any information or requests.
8. There are no hearing loops in the tearoom.
9. There is no large handled cutlery nor double handled mugs available. Paper straws are available.

## Ice Cream Parlour

1. The Ice Cream parlour is located in the orchard and is approached along a gravel path. It is 85m from the Car Park
2. It has counter service and staff will come around to the front of the parlour to assist.
3. The counter is 89cm high.

## Apple Snacks Store

1. The Apple Snacks Store is located in the Brewhouse Courtyard.
2. It has counter service and staff will come around to the front of the counter to assist.
3. The counter is wooden and is 90cm high
4. It is entered up a ramp from the Brewhouse Courtyard, through a left turn into a doorway and onto a tiled floor. There is an area of stone cobbles between the ramp and the doorway.
5. There is limited space to turn within the counter area however there is an area of level brick where a chair can turn to exit the reverse way out of the Apple Store.
6. The counter area is lit predominantly by artificial light with one small high level window
7. There are tables for seating outside in the Brewhouse Courtyard which is part hardstanding and part cobbles. These can be moved by staff from the apple Store if so required.

## Retail



1. The shop is located in the Stable Courtyard and it is 123m from Visitor Reception
2. There are two entrances to the shop. One is located under the clock tower and has a stone lip. It is 160cm wide. The other is from the Stable Courtyard and is approached from the level brick path through barn doors. It is 100cm wide.
3. Both doors to the shop open inwards.
4. The shop retains a historic cobbled floor and is uneven and undulating. There are original drainage gulleys set into the floor and two original drains. There are no level floor areas within the shop.
5. The stone floor can be noisy, however the inside of the shop contains many counters with fabrics and other merchandise which can offset the impact of any noise.

6. There is some natural light in the shop and there is also artificial LED lighting tracks suspended from the ceiling.
7. Outside the shop in the Stable Courtyard are six plant benches these range from 60cm – 88cm high. They are arranged diagonally radiating away from the shop entrance. They are made of wood and contain a selection of flowers, herbs and other plants.
8. The Stable Courtyard is cobbled and uneven in places. There is a flat level brick path 1.2m wide that runs around the right hand edge from the entrance to the Eternity Gates.
9. The gaps between stands are at least 1.1m and staff will assist with any reaching or selection assistance.
10. There are no induction loops, large print prices or braille guides. Staff will always assist with information when requested.

## **Bookshop**

1. The Bookshop is located in the Brewhouse Courtyard and is 201m from Visitor Reception
2. It is approached across hardstanding and then a cobbled uneven surface. There is a ramp approach to the doorway and a lower inset doormat.
3. The inner doorway is 71cm wide and opens inwards.
4. The bookshop has a matting floor and is lit by artificial fluorescent lighting in a ceiling track.
5. There is an additional stepped entrance from the Garden Room
6. The bookshop is generally unsupervised.

## **Garden**

1. The Garden is on many layers and comprised of varying ground conditions. There are three level terraces at the rear of the Hall and steep slopes between them. The areas around the ladies bath can become very boggy and the American Garden area is on an incline.
2. There is a basic route around the garden that is achievable without any steps however there are still gradients.
3. There is only 1 footpath in the garden which forms the boundary of the rockery this is approached on stone steps and is gravel. It has a sundial in the middle of the path by a bench and seating area.
4. There are stone steps in the centre of the main lawn which do not have handrails and have four stone urns, one at each corner.
5. There is a further set of stone steps by the ladies bath area which are carved from rock and have no handrail.
6. Some of the gradients in the garden are in excess of 20% and the surface naturally undulates.
7. The Garden has a fence surrounding it and there are gates that allow access into the wider estate and into the main property. These gates are made of a variety of materials and are locked at the end of each day. Some are metal and heavy to move.
8. There are some cast iron benches in the rose border which have low arms. There are other wooden benches across the garden, some of which have arms and some are flat pieces of wood.
9. The bottom of the garden is bounded by Big Pool which has deep water.
10. Visitor Reception staff and Gardeners can give advice as to the suitability of various areas of the gardens.

## **Kitchen Garden**

1. The Kitchen Garden is on one level but is inclined on a gentle slope.
2. It is approached through a gate which is 170cm wide and on gravel paths.
3. The Garden is composed of a number of beds surrounded by gravel paths with some plants overgrowing the beds and one small twisted Hazel tree on the left hand side of the garden set into the path.
4. The raised beds are 30cm high and the paths between them are at their narrowest 130cm wide.
5. One set of beds are 15cm high.
6. The garden is planted with a mixture of herbs, vegetables and soft fruits.

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