

Hanbury Hall Access Statement

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Introduction

- Hanbury Hall is an 18th century country home with formal gardens set over 20 acres and 393 acres of Worcestershire parkland.
- Mobile phone reception varies across the site but is fairly good in the gardens and parkland.
- Dogs on leads are welcome on parkland walks, in the stableyard area and at the back of the house. We do not allow dogs in the formal gardens or into any buildings except assistance dogs which are welcome across site when working.
- The Great Hall can be very dark when initially entered due to the historic decoration, please take a moment to allow your eyes to adjust.
- On exceptionally sunny days rooms maybe darker than usual to protect the collection.
- We have two manual wheelchairs and one personal mobility vehicle (PMV) available for loan. The PMV must be pre-booked.
- There are no power assisted doors on site and no lift.

Arrival & Parking Facilities

- There are brown signs that can be followed from junction 5 of the M5 through Droitwich Spa.
- We have 23 disabled parking spaces and these are approx. 45 metres from visitor reception. The car park surface is made up of poly-hexagons filled with gravel and tarmac driveways. Each parking space is marked with white squares.
- We have a buggy which can transport five visitors from visitor reception to the front of the Hall or to the stableyard area. The transfer buggy operates upon request and is based at visitor reception. Our buggy cannot accommodate wheelchairs.
- If the designated car park spaces are full or the buggy is inaccessible arrangements for drop of can be made prior to a visit or from visitor reception.
- We do have three bicycle racks on the grass area around Visitor Reception.
- There is a coach parking area large enough for 3 coaches and approx. 90 metres from visitor reception's entrance.

WCs

- We have two accessible WCs on site. One is situated at the back of the visitor reception building and the second one is in our main WC block in the stableyard building.
- The accessible WCs at visitor reception is 1.4m x 2.8m and the accessible WC in our stableyard area is 1.7m x 1.9m.
- The accessible WC are right hand transfer.
- We have two baby changing tables one within the accessible WC in the stableyard block and one in a purpose baby change room with in the toilet area in the stableyard building. There are no adult changing facilities.

- The WCs are lit by artificial light which is controlled by movement detectors.
- All WCs have automatic hand driers and are lit by artificial light.

Visitor Reception

- The visitor reception building is made from wood and glass walls with a carpeted brick floor.
- The path from the car park is level with a slight slope of less than 1% gradient to the door of the visitor reception building.
- There are double doors for the entrance from the car park and exit towards the house from the visitor reception building and these measure 1.2m wide for the car park side and 1.3m wide for the exit to the house.
- The doors are not power assisted and can open either inwards or outwards. If assistance is needed in opening doors our volunteers and staff can assist with this.
- The reception desk is 90cm high and round. Staff and volunteers go to visitors if the desk is too high.
- It is lit by natural light which is supplemented by spot lights on a track and three pendent lights with shades.
- There are number of different chairs available to sit on in visitor reception, two of which have high backs and arm rests.
- There is no induction loop on site.
- If the PMV is booked it can be brought to visitor reception for the person who has booked. Manual wheelchairs are available from the house but again can be brought to visitor reception for visitors.

House

- The house is approx. 180 metres from the visitor reception building.
- The path up to the house from visitor reception is a mixture of tarmac drive, gravel forecourt and slabbed frontage. The paths surrounding the house are also gravelled with a tarmac drive leading round to the stableyard area.
- There is a step from the gravelled forecourt to the slabbed frontage and another step up into the porch of the house. There are two wooden ramps at each point wide enough for one manual wheelchair or small PMV.
- The front door of the house can be opened so it is wide enough for a manual wheelchair or PMV. The door opens inwards and is not power assisted but a team member can help with opening the door.
- The entrance door when fully opened is 110 cm wide.
- The floors are a mixture of wood and stone some of which are partly cover by carpets or rugs.
- Some rooms in the house can be very dark. The house is lit by a mixture of natural light and lamps and central lights.
- Access to the first floor is by stairs. There is no lift at the property.
- On the ground floor there is one small room which is too small to turn a wheelchair round in but there is a route through the room which is wide enough for a wheelchair to pass through.
- There are seats around the house that can be sat on not all of them have arm rests.

- Not every room has a volunteer – we will make someone available to assist where possible.
- There are four WCs within the house, however, they are not accessible WCs and three are on the first floor.
- During school term times we can have up to three guided tours in the afternoon depending on volunteer availability.
- We have tablets with recorded guided tours of the first floor and on the first floor a model of what the ground floor originally looked like. Volunteers are also happy to answer any questions you may have on your visit.
- We allow small mobility vehicles on the ground floor but where possible we ask people to transfer to a manual wheelchair. No access to the first floor.
- Visitors can sit on the sofas in My Lady's Parlour or great Parlour while the rest of their group continue with their visit.

Food & Beverage

- Our primary tea-room is 180 metres from our visitor reception building.
- The paths are a mixture hard core gravel topped paths or tarmac. The main entrance of the tea-room can be accessed from the parterre via two steps or from the back of the house where there is a ramp and one step- there is a portable ramp that can be put in place to help with access. Also, within the tearoom, there is also a step to the servery area.
- Wheelchair access can be provided from the front door of the house where there are ramps and then level access to the servery and main seating area.
- The main door is 82 cm wide and the door from the Great Hall is 125 cm (this door is used for wheelchair access only. Both doors are manual opening.
- There are very few soft furnishings so the wooden floors of the tea-room can cause sound echoes.
- The tea-room is lit by large sash windows and central light fittings with filament bulbs.
- The counter is 91 cm high.
- Staff will assist where possible with service and tray carrying.
- The distance between tables varies.
- There are no induction loops on site.
- Menus are written on boards behind the servery.
- Straws are available.

Retail

1. The shop is 230 metres from visitor reception, the surface outside the shop is laid brick and tarmac.
2. The access is level through a manually opening door; staff will assist with the door where possible. The door is 96 cm wide.
3. The floor of the shop is brick and concrete, there are limited soft furnishings so sounds may echo. The surface of the shop is the original Stableyard floor so it uneven and is mainly cobbled.
4. The shop is lit thorough large windows and track spot lights.
5. The space between stands varies. Assistance from staff will be made available where possible.
6. No induction loop.



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7. Staff will assist where possible with items that maybe out of reach and with the cost of items.

Garden

- Staff will take visitors through the map and provide an overview of things to be aware of such as steps and water.
- The garden is mainly level with surfaces varying between gravel and grass.
- The parterre, which has a level path around the top, is sunken with four sets of steps leading down to the middle.
- 'Snobs tunnel' is a sloped path that runs between the Orchard and the back of the house/stable area underneath the more formal gardens.
- There is a flight of six steps down into Cedar Walk which leads to the Ice House however there is a sloped path that can be used to access the path to the Ice House from the Orchard.
- All gates within our gardens are manual opening and measure at least 180 cm wide.
- Gates in the park are kissing gates. However, the blue walk in our parkland is accessible but does have a slight slope. The parkland paths are grass and can be uneven.
- Benches are available in the orchards all year round. In the summer there are benches around the Parterre and in the gazebos in the formal Fruit Garden. There is a slight step up into the gazebos.
- We do have a mirror pool in the formal garden and the banks slope down to the edge. The pool is an unknown depth due to an unknown level of mud below the water line. There is also a small pool of water hidden within the beech hedges of the Wilderness area; this is about a foot deep.

Contact details for more information

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Date 26 June 2019