



National Trust

Houghton Mill and Waterclose Meadows Access Statement

Working 5 storey water mill with car park, riverside meadow and caravan site

Contact details

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Points to note

- There is reasonable mobile phone reception across most of the site.
- Assistance dogs are welcome throughout the property and this is signed on the Visitor Reception entrance door. There is a water bowl outside the tea room which is refilled regularly or can be filled on request.
- There is 1 manual wheelchair available for loan in the Mill.
- The Meadow has a sloping concrete bank that runs down to river level

Arrival & Parking Facilities

- There are brown signs from The A1123 and through the village. The entrance is signed
- The main car park surface grass with a gravelled area for around ten cars.
- There are 2 designated accessible parking spaces, on a firm surface, on the entrance drive to the main car park. These spaces are the shortest distance from the Visitor Reception.
- Cycle racks are available alongside the P & D machine.
- It is possible to arrange to drop off visitors close to the Mill, if the designated spaces are full.
- The route to the mill from the car park is along a tarmac drive and is level apart from approx 10% gradient over flood bank hump in drive.

WCs

- There are WCs at the rear of the tea room and in the mill, including a right-hand transfer accessible WC with space to turn a wheelchair through 1500mm diameter circle. There are no adult changing facilities but baby changing facilities are available. All the WCs have automatic hand driers, tiled or vinyl floors and plastered wall surfaces.

Visitor Reception / Main Entrance

- Access to visitor welcome space is level, doorway is quite low but warning signage is in place. Chairs with arms are provided for visitors to use if needed.
- A braille guide to the mill is available on request

Main Exit

- Has a level if slightly uneven floor. The floor covering is coir matting

- Lighting is provided by two windows and two lights although on overcast days it can be quite dark.

Mill

- The floor surface on the ground floor of the mill is partly stone flags and partly asphalt mastic style floor these are easily accessible. The floors on the first and second stories of the mill are wooden and in places are uneven due to the historic nature of the building. Much of the fabric of the building can be touched and there is a wealth of textures to experience. The first and second floors aren't easily accessible but there is a touch screen virtual tour located on the ground floor to be used by people who can't manage the stairs and when the mill is working the wheel can be viewed from outside the mill and flour production seen on the ground floor. There are chairs for visitors to use throughout the mill many with arms and high backs.

Catering

- The main entrance to the tearoom is up two steps, the accessible entrance is at the rear of the building accessed by a wooden deck ramped surfaced with non-slip gripdeck
- The doorway is over 1000mm and opens inwards
- There is outdoor seating and all the tables can accommodate wheelchair users.
- The counter is over 850mm high. Catering team members are available to assist with service and carrying trays.
- The width between the tables is approximately 2m.
- There is a builtin induction loop at the counter.
- Members of visitor groups can sit at tables if queuing is difficult and one member of the group can ask catering staff for assistance.
- Menus are available in standard print and there are large handled cutlery and straws available.
- The floor is quarry tile and wall surfaces are plastered and painted there is plenty of natural light and efficient ceiling lighting for night time use. The legs of the chairs and tables have 'rubber feet' to minimise noise.

Waterside meadow

- The open space at the property is generally accessed by grass paths on level ground although there are the remains of medieval ridge and furrow in the grass area of the car park and campsite.

Waterclose Meadows Campsite

- Access to campsite reception is via steps or access ramp.
- The toilet block has a purpose built accessible facility with shower, sink, toilet and hair dryer accessible via the radar lock system (key available from reception on request)