

Wightwick Manor and Gardens Access Statement

Wightwick Manor, Wightwick Bank, Wolverhampton, WV6 8EE (Sat Nav: WV6 8BN)

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Introduction

- Our property consists of the Manor house set on top of a steep bank, with outbuildings containing a tearoom, shop, art gallery and bookshop. The buildings are set in 17.5 acres of gardens and woodland with a mixture of some level terraces and steep paths.
- Mobile phone coverage is excellent outside, although the construction of the buildings can reduce this inside. The site's proximity to Wolverhampton city centre means emergency response times are good. In the event of an emergency call 999 and then call 01902 760106 (Visitor Reception) and they will alert staff to any issues. For a non-urgent emergency call reception.
- Assistance dogs are welcome everywhere on site. We allow non-assistance dogs on leads in the stable end of the tearoom and the gardens (with the exception of the Kitchen garden). Facilities for dogs include water bowls by the visitor reception, front door of the Manor and outside the tearoom.

- The lighting in the Manor is very low due to the original, historic light fittings. This means that light levels in the house are low and this also helps us to protect the William Morris textiles and wallpaper, especially in the entrance hall. As the rooms are on a domestic scale we ask that large bags and mobility scooters are left at the front door. There is seating throughout the Manor and a wheelchair is available to borrow if needed.
- If the fire alarm sounds there will be a loud looping siren throughout all of the buildings on site (except visitor reception). Staff or volunteers will guide you out of the building and to the nearest exit. The fire assembly point is in the formal garden. There are no fire alarm tests during normal opening hours so please assume any alarm is genuine.

Arrival and Parking Facilities



- The car park entrance is directly off the A454 Wolverhampton to Bridgnorth Road. There are brown signs from the Chapel Ash junction of the Wolverhampton ring road, but not from other routes. If you are following a SatNav please use WV6 8BN as the post code, rather than WV6 8EE, which takes you to the exit rather than the entrance gate.
- When you enter the car park there is a grassed, overflow car park to your left, and straight ahead is the lower section of the car park. If

you drive through the lower car park up the rise towards our Visitor Reception building, you will find the upper car park, disabled parking and the route to the car park exit.

- There are four designated spaces for disabled visitors in the main car park directly opposite Visitor Reception (10 meters)



- The main car park including the disabled parking is dressed tarmac. The lower section of the car park is a tarmac central drive with compacted stone parking bays. There is a grass overflow immediately as you enter.
- We have a transfer golf buggy from Visitor Reception. It takes passengers to the 'turning circle' at the top of the main path near the start of the drive. It is then a relatively flat but graveled route from here to the house (25m), tea-room & toilets (75m) and shop (100m).



- During busy days (school & bank holidays etc) our car park fills up quickly and this can also include the disabled spaces. Visitor Reception staff will be happy to assist with directions to a closer drop-off point or parking space on request. The access door to the property from the alternate parking is 90cm wide.

WCs

- The accessible toilet is situated by the tearoom. This room measures 1.5m x 2.7m. The toilet is right hand transfer.

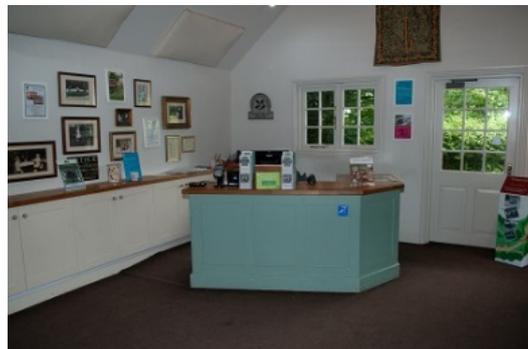


- We do not have a changing Places facility with adult changing table and hoist. The accessible toilet has nappy and sanitary disposal.
- The accessible toilet is lit by artificial light only. It has a motion-activated hand drier, a push top cold tap and a turn dial for hot water.
- The non-disabled toilets have baby changing facilities in both men's and women's sections. Both sections are lit by fluorescent lighting and have hand-driers that are motion activated and are very loud.

Visitor Reception



- The reception is made of wood and plasterboard with carpet over tiles. It has acoustic boards to reduce echo.
- The entrance is level from a brick porch which is slightly downhill from the disabled parking
- The entrance is a double door (190cm wide) but normally only one is open (95cm). Reception staff are happy to open additional doors if required. The door is a manual push inward to open.
- The reception desk is 92 cm high. The card payment device is contactless and mobile. Reception staff are happy to assist anyone unable to reach the desk. Card scanning is by wireless device and often not done behind any desk.



- Reception is lit by a mixture of natural light from windows and skylights assisted by LED spots and ambient pendant lights.
- Chairs without arm rest are available in reception. One with armrest can be brought out from the staff room if required.
- There is an induction loop fitted by the main till point in the Visitor Reception, but there is no induction loop fitted at the membership desk.
- There are two manual wheelchairs available to borrow, one at reception, one at the front door of the house. Pre-booking is not required but is advisable by calling Visitor Reception on 01902 760106.

Entry Fees

- Our admission policy admits the necessary companion, or carer(s), of a disabled visitor free of charge, on request, while the normal membership, or admission fee, applies to the disabled visitor
- To save having to 'request' a companion's free entry an Access for All Admit One Card can be issued by our Supporter Services Centre. This card is made out in the name of the disabled person, not the companion, so there is not a restriction to taking the same person on each visit
- To request an Access for all Admit One Card, please either email our Supporter Services Centre (enquiries@nationaltrust.org.uk) or phone them on 01793 817634. They will need the name and full postal address of the disabled person

Introductory Film and Food Kiosk

- There is an introductory film running permanently between the main toilets and tea-room approximately 250m from reception. The video can also be viewed on our website before your visit.
- The room is level access with seating and space for a wheelchair. The floor is brick with some uneven areas. There is a small lip upon entering the building.
- The film is narrated with subtitles and covers the full history of the site

Manor



- The front door of the Manor is 200m from the reception.
- The surface outside the house is reasonably compacted gravel, does not move and is generally easy to move on.
- The doorway itself is level but this only give access to a hallway and two rooms. Two low steps lead to the rest of the house. A fold out ramp is available.

- The entrance door is open during opening hours; an inner door may be closed in cold weather but will be opened by a volunteer. This door opens inwards.
- The entrance door is 1.05m. The inner door is double leaf of 76cm each.
- The house is lit by a mixture of natural and artificial historic effect LED lighting. Light levels are kept low throughout the house to protect textiles and paintings.
- Access to the first floor and to the tower is by stairs only. Staircase up to bedrooms is carpeted but wide with a handrail on right hand side. Staircase to tower has hand rail on the left hand side and down to the kitchens on the right hand side. These steps are even, uncarpeted, well-lit but a bit steeper. Visitors can retrace their steps to wider stairs they came up if they struggle. Throughout the house there are short flights of steps or steps up and down onto raised areas.
- In the event of an emergency we have no additional means to facilitate evacuation from the first floor so all visitors who go upstairs must be able to safely evacuate themselves from the building. You will be guided in this by our volunteers. If you have any evacuation requirements please let us know on your arrival at the front door. Wheelchairs are not permitted on upper floors.
- Wheelchairs should be able to turn easily in all the downstairs rooms.
- There are many areas to sit dotted about the house. All are marked with a small cushion with a cat sewn on. Some of the chairs have arms but most do not.
- There are volunteers in the key rooms but not in all.
- There are no public toilets in the house.

- There are limited, short guided tours and talks, which are not assisted by a hearing loop. All visitors receive a welcome map, which includes an introduction to the site, its history and picks out the top objects to see. BSL tours can be arranged with 3 weeks advance notice, please call 01902 760100 to book.
- There is a picture tour of the first floor and a video tour is being developed and should be available shortly. There is a braille guide and large print guide available at the front door of the Manor upon request.
- Mobility scooters (except powered wheelchairs, unless they cannot safely navigate the ramp) are requested to be left at the front door of the Manor. Wheelchairs must not be taken upstairs for fire safety reasons. A manual wheelchair is available to borrow from the front door. A companion may be needed to assist.
- Visitors are welcome to wait in the Great Parlour or the corridor exhibition whilst other members of their party visit the upstairs.

Malthouse Gallery and Second-hand bookshop



- The Malthouse Gallery contains a special collection of paintings by Evelyn De Morgan and ceramics by William De Morgan.
- The entrance is approximately 225m from reception.
- The gallery is on the first floor. There is a self-operated lift for access,

which is signposted from the outside of the building. The lift can take one user (plus carer if needed) at a time.



- There is a bench with arms in the lobby of the gallery. There is a 'nook' seat in the fireplace without arms which is 48cm high and two benches without arms in the main gallery which are 47cm high.
- The gallery has a modern lighting track and case lights so visibility of the art is good. There are fluorescent lights used in the fireplace and in the cabinets.
- There are printed guides for each item and large display panels with high contrast around the room.
- There are videos with sub-titles on display at a height of 90cm, but are angled tilting upwards.
- There is a hearing loop in the gallery.
- The floors are wooden which means that the space can get echoey if busy.
- The second-hand bookshop is accessed on the ground floor by the same entrance as the self-operated lift. The entrance is 70cm wide and

is level access with an interior slope to another 70cm wide door.

Catering

- The tearoom is 250m from reception.
- The path drive to the tea-room is hard, compacted gravel. The outside area is brick-paving.
- There is level access to the tea-room by a door at the rear of the seating area.
- The level entrance door is power assisted. The door is activated by a push button on the left hand side of the door going into the tearoom and on the right side exiting. The door swings outwards. There is another door through the tack room in the stables end of the tea-room which has a single step up and then back down.



- The main level access entrance is 85cm wide.
- The main tea-room had brick floors and walls; this can make the space very noisy and echoey.

- The stables end of the tea-room has an entrance which is 87cm wide.



- The stables are divided into smaller spaces and have cobbled floors but are less noisy.
- The area is lit by track lighting with LED spots. There is also a large glass window letting in natural light. There is fluorescent lighting in the chiller cabinet by the till.
- The tea-room is all on one level.
- The counter height is 90cm. Cakes are displayed on the countertop. Sandwiches and cold drinks are displayed in a chiller with high shelving.





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- Staff are happy to assist visitors as much as they can do to facilitate an easy visit. Please ask for whatever help you need.
- Circulation space can become limited when busy as chairs and pushchairs fill the gaps between tables. Circulation space outside is good and overflow indoor seating is available in the stable part of the tea-room.
- The catering till is equipped with an induction loop. It also has a mobile contactless card payment device.
- Menus are on chalk boards to the side of the counter in large print. There is also a menu in an A4 frame by the accessible door.
- Large handled cutlery and straws are available.
- All food is produced fresh on site. We have several recipes which are made with gluten free ingredients; however they are made in an environment where gluten is also used. This is also the case for dairy and meat free recipes. Please ask the counter team for further information about our specialised dietary recipes.

Retail

- The shop is 275m from the reception.
- The path to the shop is compacted gravel.
- Access to the shop is level from the plant centre outside.

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- The outer door to the shop is propped open. The inner glass door is manual and swings outwards. Staff are happy to assist with opening the door if needed.



- The main front door is 96cm wide, the glass door is 87cm wide.
- The shop is made up of 3 rooms linked together by a tiled and wooden floor. This means the spaces are not echoey but can be noisy and cramped if very full.
- The area is lit by a mixture of natural light and ambient pendant lights. Some display cases have inbuilt lighting on the shelving including some fluorescent lighting.
- There are two tills, one in the front section and one in the back. Both have induction loops fitted. The counter in the front of the shop is 91cm high. The counter in the back of the shop is 76cm high.



- Staff are happy to assist with high or out of reach products and with conducting transactions. Both tills have mobile contactless card payment. All items are individually priced; staff will help by reading out prices if needed.

Garden

- A map is available from reception showing the varying difficulties of terrain and access routes around the garden. This also indicates routes which have steps and those which don't. (Please see attached map at the end of this document).
- With the exception of the access path from the reception to the main buildings, and the path from the formal garden along the top of the large orchard, we currently have no hard paths around the garden. They are all grass (or bark chip when wet).



- There are steps between the garden terraces; none of these have hand rails. Non step routes between the terraces are available.
- There are no closed gates on the garden routes unless an area is closed for reseeded/turfing.
- There are numerous benches and seats around the garden. Most are in the formal areas and most seats have arms.

- There are two large ponds in the lower part of the garden which are fed by two streams.

Contact details for more information

T: 01902 761400

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Wednesday 17 July, 2019



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WIGHTWICK MANOR & GARDENS

Key:  = Steps

 = Accessible Toilet

 = Seating

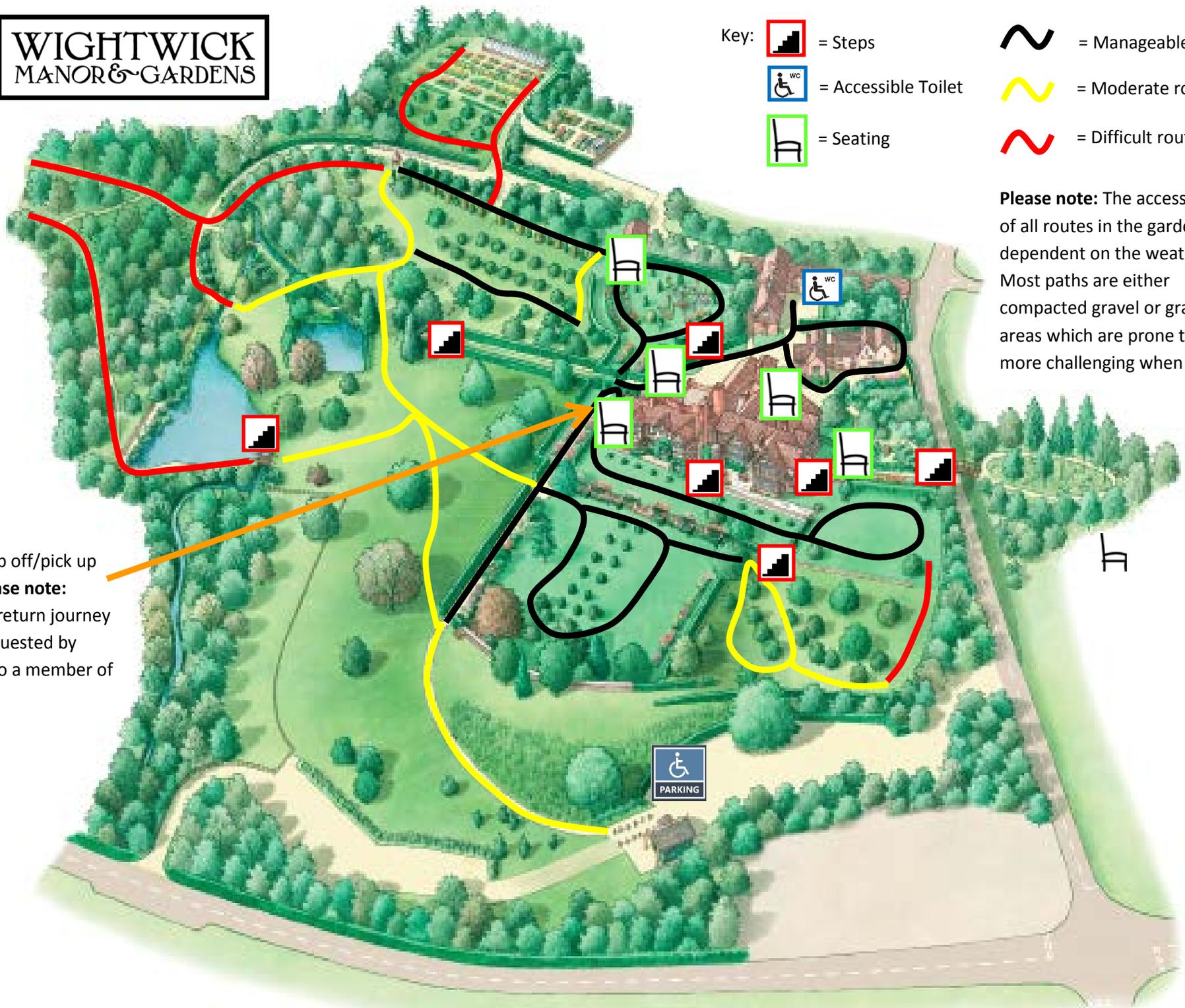
 = Manageable Route

 = Moderate route

 = Difficult route

Please note: The accessibility of all routes in the garden are dependent on the weather. Most paths are either compacted gravel or grassed areas which are prone to being more challenging when wet.

Buggy drop off/pick up point. **Please note:** buggy for return journey can be requested by speaking to a member of staff



 PARKING