Rainham Hall Access Statement

Rainham Hall
The Broadway
Rainham
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Introduction

1. Rainham Hall is a Grade II* listed Georgian house, with outbuildings, cafe and a nearly three acre garden. Rainham is a small property situated in an urban area.
2. Mobile phone reception is good in emergency situations. Visitors should alert staff or volunteers should they encounter a problem whilst at the property.
3. Assistance dogs are welcome to the property.
4. Due to the number of steps and gradient of the entrances to Rainham Hall, ramp access is not possible meaning there is no level access for wheelchair users. However, the Café, Brewhouse, Gardens and venue hire space are accessible for wheelchair users. Please note there is no car park at the Hall, but nearby options are available. Visitors and members are required to first come to the Stables Café and Brewhouse space to show membership cards, purchase tickets where necessary and obtain information about their visit. Our staff and volunteers would be happy to help with requests for additional support.

Arrival & Parking Facilities

1. Rainham Hall is located in the heart of Rainham village. Lamp post banners act as directional signage. There are no brown signs as there is no car park and stopping outside the property is not advised due to traffic and parking restriction. The Hall is situated on a busy London street that is also a bus route.
2. There are 3 car parks in Rainham that are within close distance of the Hall. There is a car park at Rainham train station located 0.1 miles away (C2C Services), the large Tesco store in Rainham has a large car park with accessible spaces offering 3 hours free parking to their customers, and adjacent to Tesco is a Council run pay and display car park. Both these car parking options are 0.2 miles away.
3. We do not have a transfer vehicle.
4. The Stables includes our café and visitor reception space. This is approximately 30m from pavement and the surface is a historic cobbled courtyard. There is an alternative entrance to the gardens further down Wennington Road. Here a winding path connects the upper and lower areas of the gardens.

WCs

1. An accessible toilet can be found in the main visitor toilets located adjacent to the Stables Café and the Brewhouse.
2. The accessible WC is 2.3m x 1.6m and has a right hand transfer.
3. Please note we do not have a Changing Places facility.
4. The area is lit on sensors, without use of florescent bulbs.
5. We do not have hand dryers, but paper towels are available.

Visitor Reception

1. Rainham Hall does not have a separate visitor reception space. Both the Stables Café and Brewhouse are used to welcome people. Both have a brick floor, with brick walls and wooden details.
2. The main entrance to the site (via the large wooden gates) leads to an historic cobbled courtyard.
3. The Brewhouse entrance door is 106cm wide and the welcome area is open during visiting hours. The doors to the Stables Café are glass doors which open either way (each set of doors is over 2m wide). Staff and volunteers can assist with opening doors as required.

4. Natural light is boosted by non-fluorescent lighting.

5. Chairs are available and a number have arm rests.

6. Induction loops are at till points, which can be used for catering, admissions, retail, raffle and member recruitment transactions.

7. Please note we do not have manual wheelchairs or powered mobility vehicles available for loan.

House

1. The House is no more than 30m from the visitor reception space in the Brewhouse and the Café.

2. A cobbled courtyard connects the House to the outbuildings including the Brewhouse and Stables Café. There are also herringbone paths at the back of the property leading to the garden.

3. There are several level changes and steps leading up to the House at the front and back entrance. There is a level change from the pavement, 4 steps to the front porch and a further step inside the front entrance. There is an internal level change at the back exit, with one step down to a porch area and another 2 steps down to ground level.

4. Due to the number of steps and gradient of the entrances to the Hall ramp access is not possible meaning there is no level access for wheelchair users.

5. The entrance door is manually operated by staff and volunteers. It is 107cm wide.

6. Rainham Hall is not a furnished property, so there are some rooms without soft furnishings. Over 20 exhibits are displayed over 3 floors of the building including objects on display, a tactile model of the Hall, and audio visual interpretation through an immersive seascape with audio and images, and an information film about John Harle’s will including headphones for sound and subtitles.

7. Many of the shutters are open allowing for natural light, with additional LED lighting.

8. The ground, first and second floors are open to the public. The ground to first floor is accessible via a staircase only with two flights. This is the original staircase constructed in 1729 with a mahogany balustrade as a handrail. Fragile eighteenth century wall paintings are featured on either side of the staircase. The staircase is wide and there are chairs for visitors to use located in the room on the first left. The staircase from the first to second floor is a small, winding staircase much like a servants or back stairs for the property. There is no handrail on the left hand side, until you turn up towards the second floor. The capacity of this floor is limited for fire regulations (only 15 at any one time).

9. Rainham Hall is a small, Georgian property with narrow corridors and doorways. Please note interconnecting doors are less than 75cm and the staircase from first to second floor is also under 75cm. The internal door just before the main exit on the ground floor is 174cm tall.

10. Seating is available on every floor and our team would be happy to help advise on the nearest seats. This includes window seats, padded benches, chairs with armrests and stalls on every floor. In addition there are window seats in almost every room that visitors can rest on.

11. We do not have volunteers stationed in every room, but there will typically be one per floor. Team members on duty can call for assistance via radios if additional support is required.
12. There are 2 WCs inside the Hall but please note these are not accessible toilets. The main visitor toilets are adjacent to the Stables café and visitor welcome area. Inside the Hall the larger WC has an exhibit in the same space and this is located on the first floor. An additional toilet is located in Lloyd’s coffee house on the ground floor, please note the door is only 35cm wide. Ask staff or volunteers for assistance.

13. The experience in the Hall is based on exploration; however a team member will give you an introduction to the property when you arrive.

14. A tactile model of the Hall is on display in the entrance Hall.

15. There are plenty of quieter areas where visitors can rest. There is no set visitor route, allowing people to experience the Hall at their own pace.

16. The fire alarm is sound only. Volunteers and staff will begin an evacuation procedure should the alarm sound.

Catering and venue hire

1. The Stables Café and our visitor welcome space in the Brewhouse are adjoined buildings. Both have a brick floor, with brick walls and wooden details.

2. A cobbled courtyard connects the House to the outbuildings including the Brewhouse and Stables Café.

3. There is level access from the pavement to the Café.

4. The Stables Café has glass doors which open either way (each set of doors is over 2m wide). Staff and volunteers can assist with opening doors as required.

5. There are no soft furnishings in the Café, so spaces may echo.

6. Natural light is boosted by non-fluorescent lighting in the Stables Café and Brewhouse.

7. An elevated platform makes the first floor of the Stables Café, the Hayloft, fully accessible. The Hayloft is used for events, community meetings, venue hire and exhibitions.

8. The Café counter height is 92cm.

9. Staff and volunteers will assist visitors as requested, with finding a table and a table service can be offered if visitors experience any difficulty queuing.

10. Tables can be easily moved, rearranged and with non-fixed chairs we will assist with ensuring circulation space for wheelchair users is required during busy periods.

11. Both Café tills have induction loops.

12. Menus are in large print located on boards behind the counter. Staff and volunteers can assist with price information.

13. Straws are available.

Retail and venue hire

1. The Brewhouse (part of the Stables and next to our Café) is our small, retail display space. Please note we do not have a separate gift shop.

2. The Brewhouse is access via the main cobbled courtyard.

3. There is level access into the Brewhouse via the courtyard or internally through the Café. The Brewhouse floor is a level brick surface.

4. The Brewhouse door is left open with a volunteer able to offer assistance. The door is 106cm wide. The internal door from the Café is 86cm.
5. The hard surfaces may cause echoes in this room as it does not contain soft furnishings.
6. The area is lit with LED lights.
7. Circulation space for wheelchair users is available in the Brewhouse.
8. Please note the till points are those located in the adjoining Stables Café.
9. Staff and volunteers will assist with bringing down retail items on display.
10. Staff and volunteers can assist with telling visitors the prices of items, and these are on display too.

Garden

1. The gardens are small at nearly 3 acres with excellent sight lines. The gardens are split in two levels, with access to both of these via sloping paths. Areas of the gardens are zoned with an orchard, meandering borders, woodland area and outdoor seating.
2. For visitors with mobility issues there is a path through the gardens without using steps this is via the sloping path beside the outdoor seating area. It connects directly with level access at the Wennington Road entrance.
3. The Wennington Road entrance leads to a stone surface, then on to a mulch path. Other paths in the garden consist of self-binding gravel.
4. The garden path slopes are on a gradient of 1:12, with the exception of a steep pathway from the top orchard to the woodland.
5. There are 2 sets of steps in the gardens. There is a short, stone staircase leading from the Wennington gate entrance down to the lower lawn. A long set of steps connects the orchard area with lower lawn – please note a sloping path through the meandering borders is located very close nearby and is a step free route.
6. The Wennington Road staircase does have a handrail. The central garden staircase does not.
7. There are gates around the garden route but these will be open during visiting hours. All gates are wide allowing for easy access. The gate between the upper lawn (next to the Victorian dog kennels) and the outdoor seating area is just over 1m wide. Our staff and volunteers can advise on alternative routes if this is too narrow for any visitors.
8. There are 4 outdoor seating tables (each seating up to 4 people) and there are currently 3 stone benches (1 in the orchard area, 1 in the upper garden, 1 by the tool shed on the lower garden).
9. Please note we do not have any water features.

Contact details for more information
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21 October 2016
1) Rainham Hall
2) Coach House (learning space for pre-booked groups)
3) Stables (Café and Brewhouse welcome/retail area)
4) Gardens