

## Sutton House Access Statement

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### Introduction

1. At nearly 500 years old, Sutton House is one of the oldest special places the National Trust looks after. Sutton House 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 gradient of the entrances to Sutton House, ramp access is not possible meaning there is no level access for wheelchair users.

### Arrival & Parking Facilities

1. Sutton House is located at the very beginning of Homerton High Street. It is five minutes' walk away from Hackney Central Overground station through St John's Churchyard Gardens and Sutton place. There are no brown signs as there is no onsite parking, but council black signs are in place. There is limited metered parking on adjacent streets (e.g. Isabella Road).
2. There is no transfer vehicle.
3. Disabled visitors can be dropped off on the loading bay area at the front of the house.

### WCs

1. An accessible toilet can be found in the West Lobby, to the left of the Painted Staircase.
2. The accessible toilet measures 1.5m x 2.1m.
3. The accessible WC is right-hand transfer, with the possibility to pull down a second rail on the left side.
4. There is a Baby Changing facility in the accessible toilet.
5. The area is lit on sensors, with use of a florescent tube over the sink area.
6. The WCs (both accessible and non-accessible) have automatic hand driers and energy saving lighting.

### Visitor Reception

1. The Visitor Reception at Sutton House coincides with the House.
2. Sutton House is built in bricks and wood, with wooden flooring mostly everywhere, except for the earthenware tiles in the Shop and Tudor Kitchen, the cobbled Courtyard and front yard, the paved Breaker's Yard (back garden), the door mats at the entrance and the waterproof floor coating in the WCs. The East Staircase and landings are wood covered in a central carpet stripe. Some doors have glass inserts and the Shop veranda is made of glass and wood.

3. The visitors' entrance is the old wooden door to the right. There is uneven flooring leading to it, meaning no level access for wheelchair users.
4. The entrance (West Lobby) presents two doors, one facing outside (1.1m wide) and a second one facing inside (90cm wide). Both doors manually open inwards. Staff and volunteers can assist with opening the doors if required. To the right of the main entrance, there is a third entryway without door (86cm wide) leading to the West Lobby. The door to the Café is always open (85cm wide) and there is another entryway without door to the Shop (1m wide).
5. The reception desk, located in the Shop, is 1.05m high. Please note that the desk does not have a lower section, but staff/volunteers will be happy to come around to facilitate communication.
6. The area is lit with energy saving bulbs. In the West Lobby, there is a large Tudor window. The Shop benefits of lots of natural light thanks to the glass veranda.
7. Chairs and benches are available, mostly without armrests.
8. The house only has one desk that functions as reception, till, membership recruitment. An induction loop is available at the reception/till/membership recruitment/café & shop desk.
9. A manual wheelchair is available at the property with no need to book.

## House

1. The Visitor Reception is located inside the House, in the Café area.
2. The front yard of the House is cobbled, slightly uneven, and the path in the Breaker's Yard at the back of the house is of earthenware tiles, with gravel on the sides. This is the only route to enter the property, and to visit the Breaker's Yard.
3. Due to the gradient of the entrances to Sutton House, ramp access is not possible.
4. The main entrance (West Lobby), to the right, presents two doors, one facing outside (1.1m wide) and a second one facing inside (90cm wide). Both doors manually open inwards. Staff and volunteers can assist with opening the doors if required.
5. Should visitors happen to use also the left hand side entrance (East Lobby), please note that the same cobbled uneven flooring is the only route to it. There is little extra distance to walk as both entrances are on the same side of the building. The door manually opens inwards and staff/volunteers can assist with opening if required. There are two door mats outside and inside the East Lobby, and a second entry way (a French door) leading to the cobbled Courtyard (1.1m wide).
6. The left alternative entrance is 1.1m wide.
7. Sutton House is a furnished property on three levels of visitor route. Most rooms have wooden flooring and the historic rooms have wooden panelling on the walls.
8. During visiting times, the shutters are always open allowing for natural light, with additional artificial light (mainly energy saving bulbs).
9. The only means of access to the upper floors is via stairs (Painted Staircase and East Staircase), both with handrails. To visit the Cellar and the Chapel, in the basement, the only way is via two quite steep and narrow stairs, with handrails.
10. Sutton House is a small Tudor property, so please note that the doorways on the first floor, connecting the Little Chamber, Great Chamber and Victorian Study, are narrow (less than 75cm wide).
11. Each room has enough space to turn a wheelchair easily, except for the Victorian Study and the Tudor Kitchen which have a large table in the middle.

12. Seating is available on every floor and our team would be happy to advise on the nearest seats. This includes window seats, benches and chairs with or without armrests on every floor.
13. We do not have volunteers stationed in every room (they would typically be based in the Café and Shop area), but team members on duty can assist if additional support is required.
14. There are three WCs in the house, one of which is an accessible toilet.
15. The Sutton House team of staff and volunteers will provide guided tours of the property on a scheduled basis. Unfortunately, the guides are not trained to use induction loops or BSL.
16. We can provide large print interpretation for each room or display.
17. There are no restrictions on access for powered wheelchairs or powered mobility vehicles inside the house.
18. 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.
19. The fire alarm is sound only. Volunteers and staff will begin an evacuation procedure should the alarm go off.

## Catering

1. Sutton House has a very small self-service Café located in the house serving tea coffee and soft drinks, cake and crisps. The service area is located in the Shop space (see Shop below). The self-service counter is 95cm high. Pricing information is provided on a blackboard. Large print or braille menus are not provided but staff and volunteers can assist with information as required.
2. The seating area for the Café is located in the glass veranda (the Conservatory) space in front of the Admissions desk.
3. There is level access to the Café from the West Lobby entrance.
4. There is very good natural light in the Conservatory space as well as two main lights and six spotlights for use on overcast days.
5. Please note that there is no table service, but staff and volunteers can assist visitors as required.
6. The Café has fixed bench seating with one free standing bench and two round tables.
7. Food and drink is paid for at the Admissions desk. The Admissions desk is 1.05m high and does not have a lower section but staff and volunteers will be happy to come round from behind the desk to better facilitate communication.
8. Straws are available at request.
9. There is level access from the Café area via a doorway to the garden space (Breakers Yard) which has tables and chairs for use in addition to the seating in the Conservatory.

## Retail

1. Sutton House's Shop is located in the room between the West Lobby entrance and the Café.
2. There is level access from the West Lobby entrance to the Shop.
3. The Shop space is lit with energy saving bulbs and natural light from the Café Conservatory.
4. The room has wooden flooring, a brick fireplace and shelving on three walls. The large oak door in the room leads to the Courtyard. There are two steps down on the Courtyard side of the door.

5. Retail items are displayed on the shelves around the room and on a circular wooden table within the room. Staff and volunteers are able to assist with accessing retail items from shelves as required.
6. Retail items are paid for at the Admissions desk and information regarding the price of items can also be provided.

## Garden

1. The Breaker's Yard is Sutton House's small urban back garden. There is level access from the Café.
2. The path in the Breaker's Yard is step-free. Visitors with mobility issues should note that there is a door mat just outside the Shop door and a metal grate covering the Tudor well. The path is 1.5m wide but it can feel slightly narrower on the right side in the proximity of a sand play area is located.
3. The path in the Breaker's Yard is of earthenware tiles, with gravel on the sides. Little grass and a number of plants are present.
4. There are four round metal tables in total, with four or five chairs each.
5. Please note that we do not have any water features.

## Contact details for more information

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## Map

