

Winchester City Mill Access Statement

Bridge Street, Winchester,
Hampshire, SO23 9BH
T: 01962 870057
E: winchestercitymill@nationaltrust.org.uk

Introduction

1. Winchester City Mill is a restored working watermill and features a number of narrow doorways, low beams, some uneven floors as well as working machinery. Access to the mill museum and to the lower museum floor is via a staircase. Due to the historic and confined nature of the building ramps and chair lifts are not available.
2. Mobile phone reception throughout the property is good. In the case of an emergency or problem while visiting the property visitors should call visitor reception – 01962 870057.
3. Assistance dogs are welcome at the property. As a food producer we do not admit non-assistance dogs within the shop or mill museum.
4. Due to the limited space within the shop, cafe and mill museum we only have limited room for pushchairs and buggies.

Arrival & Parking Facilities

1. Winchester City Mill is situated at the lower part of the High Street in central Winchester (200m East of the King Alfred Statue), adjacent to the City Bridge. Signage is limited throughout the city but the property is featured on all the main pedestrian signs and maps.
2. There is no parking available on site. Public car parks are available throughout the city. Winchester Park and Ride is advisable at peak times. Chesil Street multi-storey car park is the nearest public parking located 500m from the visitor reception. There is no designated disabled parking on site. Link to Winchester City Council parking website can be found on 'How to get here' section of Winchester City Mill's homepage.
3. The entrance to visitor reception is located within a gated courtyard accessed from Bridge Street. (Note – Bridge Street is a main thoroughfare through the city and often busy with traffic.)
4. The courtyard is paved with flag stones and has a slight incline down to the front door.

WCs

1. There is an accessible toilet and baby changing facilities available on site for patrons of the café.
2. The nearest public and disabled access toilets are located 200m from visitor reception in Abbey Gardens, adjacent to the King Alfred Statue. Nearby public toilets are also available in Winchester Guildhall.

Visitor Reception & Shop

1. The visitor reception and shop features predominately hard surfaces including wood, stone and steel. The entrance lobby floor is a laminate non-slip surface. The rest of the shop floor is natural wooden floorboards throughout.
2. The entrance is via a low gradient ramp up from the courtyard that features a non-slip surface and a handrail.
3. The door is 920mm wide.



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4. The entrance door is manual opening, 920mm wide and opens inwards. Staff/volunteers can assist with opening the door if required.
5. The height of reception desk is 904mm with a lower desk ledge 780mm high. Staff can come round to talk to visitors who cannot see over or reach up to the desk.
6. The reception is lit by natural light as well as LED spotlights throughout.
7. Two backless stools are available for seating at the membership recruitment desk.
8. An induction loop is available at the reception desk.
9. There are large print visitor guides upon request.

Mill Museum

1. The entrance to the Mill museum is via the visitor reception.
2. Access through the entrance is via 4 x 150mm high steps and through a manual door 780mm wide that opens outwards. Due to the steepness of the steps a ramp is not available. Staff/volunteers can assist with opening the door if required.
3. There are hard surfaces throughout the museum as well as noise from the working machinery and the river.
4. The museum is lit by natural light as well as halogen and LED spot lights throughout.
5. Access to the lower floors is via a doorway 720mm wide. This door is kept hooked open during visiting hours. Beyond the doorway is a staircase of 10 x 220mm high steps with a handrail. No lift is available.
6. The lower floor features a stone floor surface, uneven in some places as well as a number of slight ledges. A large rubber floor mat is provided in the most uneven areas. The machinery viewing area is accessed by a short bridge over the millrace. The surface of the bridge is made from a steel grill unsuitable for high heeled footwear. The bridge and viewing area are enclosed by wrought iron railings.
7. The lower floor is often noisy with the sound of fast flowing water and turning machinery.
8. From the main museum, access to the Otters Holt is via a doorway 1000mm wide. This doorway is a single sliding glass door and needs to be manually opened and closed.
9. There is space to turn a wheelchair easily (excess of 1500mm diameter circle) in the main museum as well as the Otters Holt.
10. There are two large oak benches located within the main mill museum. Further seating can be made available upon request.
11. Quiet areas where people can sit if they don't want to do the same amount of the visit as other members of their group can be found in the island garden.
12. On specified milling days there are volunteers in the main mill museum as well as the lower mill floor.
13. There are specified milling demonstrations every week. An audio loop is not available for the demonstrations.
14. There is an audio/video guide, tactile model, large print and interactive interpretation throughout the property.
15. Access for powered wheelchairs or powered mobility vehicles is limited within the mill museum by the entrance steps.
16. British Sign Language Interpreters, Sign Supported English, Lipspeaking or a combination of these services can be requested but the visit will need to be rearranged.

Catering

1. Benham's Bakehouse, our onsite café is located at the end of the mill museum.
2. Access is via a sliding door and the café is on the same level as the mill museum.
3. Patrons of the café are served via table service by our staff.
4. The width between the tables varies and tables and chairs are not fixed and can be moved if needed.
5. The floor is the same as the mill museum with flat, wooden floorboards.
6. An induction loop is available.
7. The area is lit via LED spotlights.

Retail

1. Access to the shop is via the visitor reception. The visitor reception and shop share a till.
2. There is circulation space of 1200mm between the display stands in most areas.
3. The till point is fitted with an induction loop.
4. Staff will assist in reaching down items to view if they cannot be reached by customers.
5. Staff will assist with telling visitors the price of items if required.

Garden

1. Access to the garden is through the main mill room and via a manual door 880mm wide that opens inwards. There are 6 x 20mm stone steps down to the garden with a handrail.
2. The surfaces of the garden include a cobbled and paved path around the gardens edge as well as grass and wood chip in areas.
3. Some of the paths feature uneven surfaces.
4. There are 3 high backed benches located within the garden for seating.
5. The garden extends out into the River Itchen with deep fast flowing water on either side. A stone and brick wall 800mm high forms a barrier between the island and the river.

Contact details for more information

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Map

