

## Quarry Bank Access Statement

One of Britain's greatest industrial heritage sites, showing how a complete industrial community lived.

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The National Trust recognises the benefits and need for a diverse community of employees, volunteers, members and visitors to ensure that we continue to achieve our core purpose of *For Ever, For Everyone*. Here at Quarry Bank we are committed to developing and promoting access in the widest sense to our property and services for all sections of society.

We want to see the broadest possible public access to the historic environment at Quarry Bank, both inside the mill and other buildings on the site, and outside in our gardens and wider estate, whilst ensuring we fulfil our obligation to conserve this unique place. We also want as many people as possible to be able to access the interpretation that makes these spaces come alive, especially when physical access to some elements of the site proves difficult or impossible. To achieve this aim, we created our own Quarry Bank Access Group, members of which include representatives from local disabled and access groups, with whom we currently work.

All our staff and volunteers are committed to realising these goals, participating in any necessary training and remaining ready to assist to try to achieve the highest levels of public access for all members of society.

### Introduction

- Quarry Bank is an industrial heritage site with a Mill, Apprentice House, gardens and woodland.
- Mobile reception at the Mill is poor as it is located in a valley. Mobile reception improves in the woods and the gardens.
- Assistance dogs are welcome in all buildings including the Apprentice House. All dogs are to be kept on a lead in the Mill Yard, Mill Meadow, gardens. Non-assistance dogs are not permitted to enter any buildings, but we provide a sheltered area with a water bowl which is refilled regularly, or can be filled on request.
- There are four wheelchairs available to borrow from Visitor Reception.
- Light levels are low in the Apprentice House due to a lack of electric lighting to keep the authenticity of the building.

## Arrival & Parking Facilities

- There are brown signs from Wilmslow and the M56 on the approach to Manchester Airport. The main entrance is signed and the main car park is down a short driveway.
- There are designated spaces for visitors with disabilities on a flat firm surface.
- There is a buggy service which transfers from the car park to the Mill Yard where the visitor facilities and entrance to the Mill are located. The buggy also transfers visitors from the Mill Yard to the Apprentice House, and the Upper Garden.
- The route from the car park to the Mill Yard involves either taking 61 steps, or following the slightly steep zig-zag slope, which is approximately 200ft. There is a low bench on the left after walking down the initial ramp from the car park.

## WCs

- The accessible toilet is located in the toilet block in the Mill Yard.
- The accessible toilet is 2.4m by 3.5m wide and has a doubled-sided transfer.
- There is a family toilet with baby changing facilities.
- The toilets are lit with fluorescent lighting, and there is small amount of natural light from a single window in each toilet.
- All the WCs have automatic hand driers, stone floors and brick walls surfaces, with fluorescent lights.

## Visitor Reception

- Visitor Reception is located in the original stone stables. There is a gentle slope created by the cobbled yard up to the entrance. The doors are 2.8m wide operated manually and staff are on hand to assist. The floor is level and carpeted.
- The room is lit by fluorescent lighting, with some natural light provided by the windows in the doors.
- There are two low benches
- Manual wheelchairs are available to borrow for the duration of your visit

## Mill

- The Mill is 61m from the car park and is located to the right of the Visitor Reception.
- The route to the Mill from Visitor Reception involves crossing the cobbled Mill Yard, which is also used by the buggy.
- The entrance door is 1.9m wide, and is manually operated but our Welcome Host Volunteer is available to assist. There are two flights of stairs that lead to a bridge which crosses the Mill Yard and connects to the main Mill building. There are access routes available for less abled visitors and wheelchair users, please ask at Visitor Reception for assistance. Entrance 1 of the access route is located at the top of a slope. Entrance 2 is located across the cobbled Mill Yard. Entrance 3 is located at the bottom of a cobbled and flagstone slope. One of our Visitor Reception Assistants will be on hand to escort you to the entrance.



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- The Entrance 1 double door is 1.7m wide. The Entrance 2 door is 98cm wide. The Entrance 3 double door is 1.4m wide.
- Throughout the Mill there are wooden and stone floors, and all the walls are brick. Three of the machine floors demonstrate extremely loud machinery for up to 5 minutes at a time.
- The Mill is lit with fluorescent lighting, and supplemented by some natural light from the windows.
- The Mill exhibitions and demonstrations are located across five floors which are accessible by two sets of stairs. The access routes provide a way to avoid the stairs, but only allow access to three out of the five floors
- There is a narrow doorway that connects the Greg Room to the Waiting Room (where workers would wait for their weekly wages) There is a narrow half-door (height 1.4m, width 66cm), that connects the Waiting Room to the Counting House.
- In each room there is a space to turn a wheelchair easily, with a diameter of 1.5m.
- There are low benches located throughout the Mill.
- There are Machine Interpreters located in each of the Machine Rooms. There is sometimes a room guide in the Mill Manager's Office. All other rooms do not have a staff member or volunteer present.
- There are large print guides available on request from Visitor Reception, as well as an Access Information guide which covers the information not accessible in the Mill to visitors with disabilities.
- Due to the narrowness of the doors and corridors in the Mill, certain Powered Wheelchairs and Power Mobility Vehicles are unable to access the Mill. In this instance we offer a loan of our manual wheelchairs available from Visitor Reception.
- Due to our Fire Regulations, we can only permit one wheelchair per floor at any one time.

## Apprentice House

- The Apprentice House is 321m from Visitor Reception, located up the top of a steep tarmacked road. The Buggy is available to transfer visitors from the Mill Yard to and from the Apprentice House.
- Entrance to the Apprentice House is through a gate into the Apprentice House Garden, down a slight, gravel slope, and then through another gate into the cobbled yard.
- Exit from the Apprentice House Garden via the kitchen, over the cobbled yard, and up a steep slope, with a gate at the top which opens outwards. Staff are available to help if necessary.
- Entrance to the Apprentice House is permitted only by booking onto a guided tour by a costumed interpreter at Visitor Reception. The entrance door is located at the side of the House, there is a small step into the schoolroom, but staff can arrange for a small ramp to be affixed to the step. The door is manually operated by a member of staff.
- The floors in the Apprentice House are stone on the ground floor and wooden on the first floor. The walls are all made of brick.
- There is no electrical lighting in the Apprentice House; it is lit by natural lighting from the windows.
- To access the first floor visitors need to ascend a short, steep, narrow set of stairs into the Dormitory. There is no lift available. There are three steps leading from the Girl's

Dormitory to the Treatment Room. To descend back to the ground floor there is another flight of steep stairs, which are tiered.

- There are low benches available in the Schoolroom, Treatment Room and Parlour. Visitors are permitted to sit on the small, low beds in the Dormitory. There are a few chairs available in the Kitchen.
- For visitors unable to access the first floor, during the tour one of our guides provide a variety of materials to inform visitors of the history of the House that are inaccessible.
- Due to the narrow spaces of the Apprentice House, power wheelchairs and power mobility vehicles are not permitted in the House.

## Catering

- The Mill Café is approximately 35m from Visitor Reception.
- The Mill Café is located across the cobbled Mil Yard. From the Inner Mill Yard there is a sloped flagstone path which leads to the level Café entrance.
- There are two sets of doors into the Café. The first set of double doors are 1.37m wide. The second single door is 1.15m wide. The doors are manually operated, but members of staff are available to assist.
- The floor of the Mill Café is stone and the walls are brick.
- The Café is lit by fluorescent lighting, with some natural light coming from the windows.
- When the Tea Rooms are open on the first floor there is a lift available or two flights of stairs with a handrail on either side.
- The counter is 92cm high; staff will assist customers in obtaining items of food.
- Staff will assist visitors as required and visitors can be seated if they experience difficulty queuing, and will then be assisted by our staff.
- There are toilets located in the function block, which are available to visitors attending a function only. There is an accessible toilet in the function block, on the first floor. This toilet is accessed by using the lift. The lift is accessed through a door which is 89cm wide, is operated manually and opens outwards. The lift doors are 89cm wide.
- The accessible toilet door is 1m wide, is operated manually and opens outwards. The toilet is 1.48m wide and 2m in length. The toilet has a doubled-sided transfer, and also contains baby changing facilities. The toilets are lit by fluorescent lighting.

## Retail

- The Mill Shop is approximately 15m from Visitor Reception, across the cobbled Mill Yard.
- The entrance door is 88cm is manually operated but our Welcome Host Volunteer is available to assist. Access to the shop is via a set of stone stairs, with seven steps.
- The Mill Shop is carpeted and the walls are made of brick.
- The Mill Shop is lit by fluorescent lighting.
- If customers are unable to reach items staff will assist in obtaining items.
- There is no large print version of the price list, but staff will happy to assist by telling customers the price of items.

## Garden

- The garden is built into a cliff face and comprises of the Lower Garden; an ornamental garden; and the Upper Garden, which was once a working Kitchen Garden, and is home to our glasshouses. Access to the Upper Garden is via steep cobbled slopes and steps which have handrails, and through gates at either end of the garden. The Buggy is available to transport visitors from the Mill Yard to the Upper Garden.
- The paths in the garden are gravelled or cobbled.
- There are several benches located throughout the Garden.
- The Lower Garden is adjacent to the River Bollin.
- There is a Powered Mobility Vehicle (Tramper) available to loan from Visitor Reception, for use in the garden only. Please book this in advance by calling 01625 445 864.
- Please see the map of the garden, available to borrow from the Garden Kiosk, for more details.

## Contact details for more information

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## Map – Mill Yard – Mill Access Entrances

