

Arlington Court Access Statement

Arlington Court
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Introduction

1. Arlington Court is situated just off the A39 20 minutes from Barnstaple. The main car park is located across the road from the property and there is a gravel pathway that leads down to reception. The disabled car park is just behind the shop and accessed via a separate tarmacked driveway. The house is located a short distance from reception via a gravel path. The carriage museum is about a 10 minute walk from reception via a gravel path and the Victorian and walled gardens are located about 5 minutes from reception via a gravel path. The estate stretch to 2,700 acres and there are 4 walks, one of which (the old lake walk) is accessible for visitors with mobility problems by hiring out the countryside tramper supplied by Countryside Mobility South West.
2. There is no mobile phone reception at the property. The number for visitors to call in an emergency is Emergency Services on 999 or 111 for non-life threatening emergencies. However if they are within the vicinity of the house or carriage museum they can alert a member of staff or volunteer if they have a problem.
3. Assistance dogs are welcome. All dogs should be kept on a lead when visiting the property. They are welcome in reception, the carriage museum, gardens and grounds but not in the house or tea-room.
4. **House** – Disabled entrance/exit to house at the rear of the property. Visitors are asked to leave battery-powered mobility scooters outside and can use a manual wheelchair supplied by the house. There is one wheelchair available for use at the house. There is no access to the first floor of the house for wheelchair users but a touch screen virtual tour of the first floor is available to use in the staircase hall. There are low light levels in the Tapestry room on the first floor for conservation reasons.
Carriage museum – Wheelchair users can access the first floor of the stables via a lift. Areas of the stable yard can be uneven due to gutter drains scattered around the area and cobbles. There are low light levels in the museum due to conservation reasons.
Gardens – The Victorian and walled gardens are on a slight incline but have clear pathways for access.
Estate – the wider estate is inaccessible for wheelchair users unless they have booked the countryside tramper, in which case they can access the old lake walk.

Arrival & Parking Facilities

1. The site is fairly easy to find with brown signs directing visitors to the property and signs to reception from both the main car park and disabled car park.
2. There are no designated spaces for cars in the main car park but we estimate there is space for about 130. There is a separate area clearly signed for coach parking at the top of the car park. The main car park is located across the road from visitor reception and a

short 2 minute walk away. The disabled car park is located to the rear of visitor reception and accessed via a separate driveway with clear signage directing visitors to visitor reception on arrival. There is space for about 7 vehicles.

3. Both the main car park and disabled car park have gravelled surfaces.
4. There is a golf buggy available on most days for disabled visitors to be taken to different areas of the site. It is accessible to people who cannot transfer from their wheelchair.
5. The route starts from the disabled car park to the tearoom, house up to the carriage museum and back.
6. We advise that if the disabled car park is full that visitors be dropped off in the disabled car park and the driver then park their vehicle in the main car park. If the buggy isn't running the reception can provide a battery powered mobility scooter for their visit. This cannot be pre-booked but is available on a first come, first served basis.
7. We have access to an overflow car park for 28 days of the year which is grass-surfaced to the rear of the main car park and about a 5 minute walk from reception.

WCs

1. There is an accessible toilet in the toilet block next to the house and one at the carriage museum. There are no toilets in reception.
2. The accessible toilet by the house is 2.42m x 2.53m and at the carriage museum is 2.12m x 1.48m (should be at least 1.5m x 2.2m)
3. There is left hand transfer in both accessible toilets.
4. There is no changing place in the accessible toilets
5. The accessible toilet by the house is lit with artificial, fluorescent lighting and some natural lighting through small windows. The accessible toilet at the carriage museum is lit with lots of artificial light using fluorescent bulbs.
6. All WCs have automatic hand driers. All WCs have fluorescent lighting.

Visitor Reception

1. There is a wooden reception desk, wooden table tops and wooden and glass display shelves. There is carpeted floor.
2. If visitors have parked in the main car park and walk down to reception, there is a very slight slope into the building and it is then level throughout. If visitors park in the disabled car park access reception via a ramp and another door at the back of the shop.
3. Both double entrance doors can be opened up to 2 metres wide.
4. The entrance doors are opened manually. They can be opened up to 2 metres wide and open outwards as you enter. Staff can assist with opening the door if required.
5. The height of the reception desk is 860 mm. Staff can come round to talk to someone who cannot see over or reach up to the desk and there a clipboard for someone to use to write on if they cannot reach the desk.
6. The area is lit with spotlights and there is also lots of natural light.
7. There are 4 chairs available for public use if not being used by staff for completing memberships. There are no armrests on the chairs.
8. There is no induction loop at the reception desk.
9. There is no induction loop available at the membership recruitment desk.
10. Many reception staff speak a little French and German.

11. One manual wheelchair and one powered mobility vehicles available for loan from reception. These are loaned out on a first come, first served basis to visitors. They cannot be pre-booked.

House

1. The house is about a 7 minute walk from the car park and a 5 minute walk from Visitor Reception.
2. The type of surface on the paths outside the House is gravel.
3. There are a few steep steps up to the entrance with no hand rail.
4. The entrance door is opened manually by a volunteer from inside or it is sometimes propped open. The doors open inwards. The double doors can be opened up to 2 metres wide.
5. The route to the accessible entrance of the house is a fairly smooth pathway around the back of the house and up a ramp to the door. Visitors ring the doorbell, which is answered by volunteers or staff. They are then led in to the house to the start of the visitor route. The volunteer or staff member also shows visitors that use this entrance the doorbell to press when wishing to exit at the end of their visit. When they press this a member of staff or volunteer will let them out.
6. The accessible entrance is 1.03 metre wide.
7. The entrance hall and staircase hall do not have soft furnishings so hard surfaces can cause sound echoes.
8. The House is lit with a combination of natural light and artificial light in the form of wall and ceiling fittings and lamps. There are compact fluorescent lights in the house.
9. The first floor is accessible to visitors by a stone staircase covered with carpet and with hand rails either side. The height of the hand rails is 910mm. There is also a touch-screen virtual tour of the first floor available for visitors to use in the staircase hall.
10. There are fairly narrow corridors on the first floor but all doorways apart from one jib door into Miss Chichester's room (730mm wide) are over 750mm wide. There is no access to the first floor for wheelchair users.
11. There is some space for wheelchairs to turn in each room on the ground floor but not the full 1500mm diameter circle due to shapes of rooms and furniture.
12. There are seats marked with an oak leaf for visitors to sit on in every room. The seats do not have armrests.
13. Volunteers are stationed in most rooms around the house but it depends on how many people are available to volunteer on any particular day.
14. There are no WCs in the house.
15. Guided tours are not available unless booked specially in advance.
16. There is a virtual tour of the first floor available to visitors in the staircase hall, large print room cards, a Braille guide to the house and foreign language guides in French, German, Dutch, Spanish and Italian.
17. Visitors in battery powered mobility vehicles are asked to transfer into a manual wheelchair that the house can provide, unless it is impossible for the visitor to move or the manual wheelchair is too small.

Carriage Museum

1. The Carriage Museum is about 15 minutes from the car park and 10 minutes from Visitor Reception.
2. There is a gravel surface outside the carriage museum as well as some cobbles. There is an uneven, cobbled surface inside the stables, which can be slippery.
3. There is level access to the New Wing and the ground floors of the stables. There is a lift to take people with mobility issues and in wheelchairs to the first floor.
4. The entrance doors to the all areas of the museum are manually operated. The New Wing doors can open up to 3 metres wide and slides open. The entrance doors to the Speaker's state coach are sliding doors and can open up to about 1.5 metres. The entrance into the west stables is 52cm wide and opens inwards. The exit from the west stables is a sliding door. The entrance in to the south stables is 108cm wide and opens inwards. The entrance taking you into the actual stables area is 108cm wide and opens inwards. Staff/volunteers can assist with opening doors if required, although the doors are usually propped open during opening times.
5. There are no other doors to access the museum.
6. There are no soft furnishings in the museum so hard surfaces may cause sound echoes.
7. In the New Wing there are individual spotlights and overall there is reduced lighting for conservation reasons. Throughout the stables there are individual spotlights and ceiling fittings with some natural lighting. Again this is monitored and can be restricted at times by staff for conservation reasons. There are no fluorescent bulbs used.
8. There is a first floor in the stables that can be accessed via a lift or a steep staircase with a hand rail.
9. There is a fairly narrow and steep stairway down to the exit from the west stables back into the stable yard.
10. There is some space to turn a wheelchair in each room but not the full 1500mm due to the display of large carriages throughout.
11. There are seats for visitors to use around the carriage museum. They do not have armrests.
12. There are usually volunteers in most areas of the museum.
13. There is one WC in the New Wing of the carriage museum and it is fully accessible.
14. Guided tours are not provided at the museum unless booked specially in advance.
15. There are audio stations around the carriage museum where visitors can press a button and find out a bit more about carriages as well as those who would travel in carriages and work with carriages and horses. There is a tactile handling table. There aren't any large print guides but there are interpretation panels next to the different carriages and larger boards with more information. There aren't any Braille guides available at present.
16. Powered wheelchairs and powered mobility vehicles cannot go upstairs in the west stables but there is a manual wheelchair for visitors to transfer into before getting in the lift.
17. There are benches in the stable yard outside the museum for people to sit on if they don't want to do the same amount of the visit as other members of their group. There are also benches underneath the stable arches for shelter.

Catering

1. The Old Kitchen and Garden tea-rooms are located in the North wing of the house and are about a 7 minute walk from the car park and a 4 minute walk from Visitor Reception.
2. There is a gravel path outside both tea-rooms.
3. There is level access to both tea-rooms.
4. Both tea-room entrance doors must be opened manually. The Old Kitchen tea-room doors can open up to 1.09m wide and open outwards. The Garden tea-room doors can open up to 1.02m wide and open outwards. Staff/volunteers can assist with opening the doors if required.
5. There are no other doors to access the tea-rooms
6. Both tea-rooms have soft furnishings so sound echoes are minimal.
7. The Old Kitchen tea-room is lit with plenty of natural light from large windows and simple energy saving light bulbs from a ceiling fitment in the centre of the room. The Garden tea-room has 7 ceiling fitments with energy saving bulbs and some natural lighting from 3 windows.
8. Both tea-rooms are on the ground floor.
9. The counter height in the Old Kitchen tea-room is 880mm.
10. Staff are able to assist visitors as required. They can be seated if they experience difficulty queuing and staff can assist them subject to how busy it may be at the time.
11. There is some space for wheelchairs to turn in both the Old Kitchen tea-room and Garden tea-room but not the full 1200mm diameter circle due to furniture.
12. There is an induction loop at the till.
13. Menus are not available in large print or Braille.
14. There are straws available on request.

Retail

1. Retail is in the same building as Visitor Reception and is about 5 minutes from the main car park and 2 minutes from the disabled car park.
2. There is a gravel surface outside the entrances into the building.
3. There are slight slopes up into the building to gain access.
4. The entrance doors must be opened manually. They can be opened up to 2 metres wide and open outwards as you enter. Staff can assist with opening the door if required.
5. If visitors have parked in the disabled car park they access retail via a smooth ramp and through a double set up manually operated doors.
6. There are no alternative doors.
7. There are soft furnishings to reduce sound echoes.
8. The area is lit with spotlights and there is also lots of natural light.
9. There is only a ground floor.
10. There isn't circulation space of 1200mm between display stands so when very busy can be more difficult to turn in a wheelchair.
11. Till points do not have induction loops
12. Staff will assist with reaching for items to view if they cannot be reached by customers.
13. Staff can assist with telling visitors the price of items.

Garden

1. There is a small step up as you enter the Victorian garden via the white gate.

2. There is a map of the site within the Welcome Leaflet handed to every visitor including the gardens which shows routes and gives information about path surfaces and gradients. There is also a map of the lake walk route given to those using the countryside tramper. Please find these attached.

Second-hand bookshop

1. The second-hand bookshop is located in the old bothy in the walled garden. It is about a 10 minute walk from the main car park and a 5 minute walk from Visitor Reception.
2. The surface outside the bookshop is gravelled and level.
3. There is one entrance into the bothy with a small step up into the building.
4. The entrance door must to be opened manually by visitors. The door is 955mm wide and opens outwards.
5. There are no soft furnishings in the room so the hard surfaces can cause small echoes.
6. The area is lit with fluorescent strip lighting and there is some natural light coming from one window.
7. The bookshop is located solely on the ground floor.

Bat Cam

1. The Bat Cam is located at the back of the house and is about a 10 minute walk from reception and 6 minute walk from reception.
2. There is a smooth, level paving surface outside the Bat Cam.
3. People can access the Bat Cam room via a set of 11 stone stairs with hand rail on the right and then through a fairly dark passageway. The entrance to the passageway is 960mm wide. The entrance to the Bat Cam room is 1.36m wide and there is then a 100mm step up into the room. Alternatively people can access the Bat Cam by following a pathway that can be reached through a small grey gate located between the garages and the toilets. The pathway has a gravel surface and slopes down quite steeply. At the end of the pathway there is a 40mm step up onto the smooth paving surface. The entrance to the passageway is at the end of the paving surface.
4. The gate to the passageway is propped open during opening hours, as is the entrance into the Bat Cam room. The gate and doors open manually inwards. The entrance to the passageway is 960mm wide and the entrance to the Bat Cam room is 1.36m wide.
5. The room next to the Bat Cam currently has no soft furnishings causing sound echoes.
6. The passageway leading to the Bat Cam is lit with two lamps attached to the wall with fluorescent light bulbs. There is very little natural light here and in the Bat Cam itself. Area is lit well with 4 LED reflector light bulbs

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Maps

Please see attached.

