

Wightwick Manor Access Statement

Wightwick Manor, Wightwick Bank, Wolverhampton, WV6 8EE

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Introduction

- Wightwick Manor was built in 1887 by Theodore Mander on the site of an earlier dwelling. He retained and improved some of the older farm buildings. In 1893 he extended the house again. As the address suggests the site is set on top of a sandstone bank. The main road (A454), Staffordshire Worcestershire Canal and Smestow Brook follow the valley bottom and Wightwick bank rises steeply up from this
- Our car park is accessed from the main road, there is a lower section and a rise to the upper section where the disabled parking is
- The garden is set around a valley. The formal garden is terraced into the bank around the house which sits on a platform, the less formal areas dropping away from the house down to ponds before rising back up on the other side of the valley to the woodland. The garden is mainly grass lawns and path. The only hard paths lead from reception to the drive which connects the house, shop, toilets and tea-room. These are mostly compacted gravel
- Mobile phone coverage is excellent outside, although the construction of the buildings can reduce this inside. The site's proximity to Wolverhampton city centre means emergency response times are good. In the event of an emergency call 999 and then call 01902 760106 (visitor reception) and they will alert staff to any issues. For a non-urgent emergency call reception
- Assistance dogs are welcome everywhere on site. We allow non-assistance dogs on leads in the garden
- Light levels in the house are low to protect the William Morris textiles and wallpaper, especially in the entrance hall. As the rooms are on a domestic scale we ask that large bags are left at the front door whenever possible

Arrival & Parking Facilities

- The car park entrance is directly off the A454 Wolverhampton to Bridgnorth Road. There are brown signs from the Chapel Ash junction of the Wolverhampton ring road, but not from other routes. If you are following a SatNav please use WV6 8BN as the post code, rather than WV6 8EE, which takes you to the exit rather than the entrance gate
- There are four designated spaces for disabled visitors in the main car park directly opposite visitor reception (10 metres)

- The main car park including the disabled parking is dressed tarmac. The lower section of the car park is a tarmac central drive with compacted stone parking bays. There is a grass overflow immediately as you enter
- We have a transfer golf buggy from reception. It drops at the top of the main path near the start of the drive. It is then a relatively flat route from here to the house (25m), tea-room & toilets (75m) and shop (100m). The golf buggy is wheelchair accessible, it can hold one wheelchair which must be pushed up a ramp.
- During busy days (school & bank holidays etc) our car park fills up quickly and this can also mean the disabled spaces. We do our best to direct disabled visitors either to our secondary disabled car park or to a space on the hard standing rather than gravel/grass but these cannot be guaranteed

WCs

- There are two accessible toilets, one situated in reception at the car park and one between the tea-room and the upper disabled parking
- The accessible toilet in reception is 2m x 2.2m. The toilet by the tea-room is 1.5m x 2.7m
- Both WC's are right hand transfer
- We do not have a Changing Places facility with adult changing table and hoist. The toilet by the tea-room has nappy and sanitary disposal
- Both are lit by artificial light only
- The toilet in reception has towels and manual taps. The toilet by the tea-room has hand drier and sensor hot water

Visitor Reception

- The reception is made of wood and plasterboard with carpet over tiles. It has acoustic boards to reduce echo
- The entrance is level from a brick porch which is slightly downhill from the disabled parking
- The entrance is a double door (190cm wide) but normally only one is open (95cm). Reception staff will open additional doors if required. The door is a manual push inward to open

- The reception desk is 92 cm high. The card payment device is contactless and mobile. Reception staff will assist anyone unable to reach the desk. Card scanning is by wireless device and often not done behind any desk
- Reception is lit by a mixture of natural light from windows and skylights assisted by LED spots and ambient pendant lights
- Chairs without arm rest are available in reception. One with armrest can be brought out from the staff room if required
- There is currently no induction loop fitted in reception
- There are two manual wheelchairs available to borrow, one at reception, one at the front door of the house. Pre-booking is not required but is advisable

Entry fees

- Our admission policy admits the necessary companion, or carer(s), of a disabled visitor free of charge, on request, while the normal membership, or admission fee, applies to the disabled visitor
- To save having to 'request' a companion's free entry an Access for All Admit One Card can be issued by our Supporter Services Centre. This card is made out in the name of the disabled person, not the companion, so there is not a restriction to taking the same person on each visit
- To request an Access for all Admit One Card, please either email our Supporter Services Centre (enquiries@nationaltrust.org.uk) or phone them on 01793 817634. They will need the name and full postal address of the disabled person

Introductory film

- There is an introductory film running permanently between the main toilets and tea-room approximately 250m from reception
- The room is level access with seating and space for a wheelchair. The floor is brick with some uneven areas
- The film is narrated with subtitles and covers the full history of the site

House

- The front door of the house is 200m from the reception
- The surface outside the house is compacted gravel, does not move and is generally easy to move on

- The doorway itself is level but this only give access to a hallway and two rooms. Two low steps lead to the rest of the house. A fold out ramp is available
- The entrance door is open during opening hours; an inner door may be closed in cold weather but will be opened by a volunteer. This door opens inwards
- The entrance door is 1.05m. The inner door is double leaf of 76cm each
- The house is lit by a mixture of natural and artificial historic effect LED lighting. Light levels are kept low throughout the house to protect textiles and paintings
- Access to the first floor and to the tower is by stairs only. Staircase up to bedrooms is wide with handrail on right hand side. Staircase to tower has hand rail on the left hand side and down to the kitchens on the right hand side. These steps are even, well-lit but a bit steeper. Visitors can retrace their steps to wider stairs they came up if they struggle. Throughout the house there are short flights of steps or steps up and down onto raised areas
- In the event of an emergency we have no additional means to facilitate evacuation from the first floor so all visitors who go upstairs must be able to safely evacuate themselves from the building. You will be guided in this by our volunteers. If you have any evacuation requirements please let us know on your arrival at the front door
- Wheelchairs should be able to turn easily in all the downstairs rooms
- There are many areas to sit dotted about the house. All are marked with a small cushion with a cat sewn on. Some of the chairs have arms but most don't
- There are volunteers in the key rooms but not in all
- There are no public toilets in the house
- There are limited short guided tours and talks, which are not assisted by a hearing loop. All visitors receive a welcome map, which includes an introduction to the site, its history and picks out the top objects to see
- There is a picture tour of the first floor and a video tour is being developed and should be available shortly
- Powered wheelchairs and scooters can access the ground floor of the house but need to be able to negotiate the ramp in the entrance hall. This may cause issues for larger and heavier equipment. Rooms are comparably small with a high amount of furniture which may make manoeuvring difficult depending on the skill of the user
- Visitors are welcome to wait in the Great Parlour or the corridor exhibition whilst other parts of their party visit the upstairs

Malthouse Gallery

- The Malthouse Gallery contains a special collection of paintings by Evelyn De Morgan and ceramics by William De Morgan
- The entrance is approximately 225m from the reception
- The gallery is on the first floor. There is a self-operated lift for access, which is signposted from the outside of the building. The lift can take one user (plus carer if needed) at a time
- The gallery has a modern lighting track and case lights so visibility of the art is good
- There are printed guides for each item and large display panels with high contrast around the room
- There are video with sub-titles on display

Catering

- The tea-room is 250m from the reception
- The path drive to the tea-room is hard, compacted gravel, the outside seating area is brick paving
- There is level access to the tea-room by a door at the rear of the seating area
- The level entrance door is power assisted. The door is activated by a push button on the left hand side of the door going into the tearoom and on the right side exiting. The door swings outwards. There is another door through the tack room which has a single step up and then back down
- The main disabled entrance is 85cm wide
- The tea-room has brick floors and walls; this can make the space very noisy and echoey
- The area is lit by track lighting with LED spots. There is also a large glass window letting in natural light
- The tea-room is all on one level
- The counter height is 90cm. Cakes are displayed on the countertop. Sandwiches are displayed in a chiller with high shelving. Please ask for assistance or for a special order
- Staff will assist visitors as much as they can to facilitate an easy visit Please ask for whatever help you need
- Circulation space can become limited when busy as chairs and push chairs fill the gaps between tables. Circulation space outside is good and overflow indoor seating is available
- The catering till is equipped with an induction loop. It also has a mobile contactless card payment device

- Menus are on chalk boards behind the counter in large print.
- Large handled cutlery and straws are available
- All food is produced fresh on site. We have several recipes which are made with gluten free ingredients; however they are made in an environment where gluten is also used. This is also the case for dairy and meat free recipes. Please ask the counter team for further information about our specialised diet recipes

Retail

- The shop is 275m from the reception
- The path to the shop is compacted gravel
- Access to the shop is level from the plant centre outside
- The outer door to the shop is propped open. The inner glass door is manual and swings outwards. Staff will assist with opening this door if needed
- The main front door is 96cm wide, the glass door is 87cm wide
- The shop is made up of 3 small rooms linked together. This means the spaces are not echoey but can be noisy and cramped if very full
- The area is lit by a mixture of natural light and ambient pendant lights. Some display cases has inbuilt lighting on the shelving.
- The shop can be cramped and circulation space is limited
- There are two tills, one in the front section and one in the back. Neither has induction loops fitted. Both counters are 91cm high
- Staff will assist with have high or out of reach products and with conducting transactions. Both tills have mobile contactless card payment. All items are individually priced; staff will help by reading out prices if needed

Garden

- A map is available from reception showing the varying difficult of the terrain and access routes around the garden. This also indicates routes which have steps and those which don't (*See below*)
- With the exception of the access path from the reception to the buildings, we currently have no hard paths around the garden, they are all grass (or bark chip when wet)
- There are steps between the garden terraces; none of these have hand rails. Non step routes between the terraces are available

- There are no closed gates on the garden routes unless an area is closed for reseeding/turfing
- An introductory video for the whole site is being prepared which will show images of the garden
- There are numerous benches and seats around the garden, most are in the formal garden areas
- There are two large ponds in the lower part of the garden which are fed by two streams

Contact details for more information

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Monday 9 April, 2018

Finding your way around ACCESS MAP

- ACCESS KEY**
-  Manageable
 -  Moderate
 -  More Difficult

- Key:**
-  Car Park
 -  WC
 -  Accessible WC
 -  Designated Parking
 -  Tea Room
 -  Old Manor Shop
 -  Visitor Reception and Information
 -  Orchard
 -  Entrance to House
 -  Nursery
 -  Mathematical Bridge
 -  Bridge Garden
 -  Malthouse
 -  Second Hand Book Shop
 -  Formal Garden
 -  Orchard
 -  War Memorial & Memorial Garden
 -  Community Garden
 -  Peach House
 -  Kitchen Garden
 -  Grigg House
 -  Woodland Walk

