

## Ham House and Garden Access Statement

Ham House and Garden, Ham Street, Ham, Richmond, Surrey. TW10 7RS.

T: 02089401950

E: hamhouse@nationaltrust.org.uk

### Points to note

1. Ham House and Garden is a riverside property made up of a mansion, formal gardens and a water meadow. The gardens are fully accessible for wheelchair users, with the terrain constituting gravel, cobbles and grass. Some of these surfaces are uneven and hard to traverse. The terrain is flat and the property well-serviced by public transport.
2. Mobile phone reception is good in the gardens at Ham, and sporadic while in the house. The number to call in an emergency is the main office on 0208 940 1950.
3. Assistance dogs are welcome across the property. Non-assistance dogs are not allowed on the property. No dogs are to be left at Visitor Reception or on Ham Lands.
4. Light levels in the house are low to maintain the conservation of the house and collection. There are a few single steps in the house that some visitors can fail to notice if they are not cautious.
5. Visitors with mobility issues are welcome to use a lift to access the first floor and basement. The lift is very small so some wheelchairs cannot fit in the lift. We have manual wheelchairs to borrow if this is the case and using another wheelchair is feasible for the visitor. We can only allow one wheelchair user on the first floor at any time so visiting times may be restricted. Due to small rooms and narrow corridors, we ask that large bags and umbrellas are handed in at the front door for storage during your visit. Prams must be stored at the front door also unless required for medical reasons.

### Arrival & Parking Facilities

1. There are brown signs from Richmond and in Ham itself but none when coming from Kingston. At the entrance to the avenue that leads to the front gates, there is a sign directing visitors where blue badge parking is at the property and where general parking is in the council-owned riverside car park.
2. Blue badge parking is in front of the mansion on the North Terrace, where Visitor Reception is also situated. The area is used for parking by staff and volunteers as well as blue badge holders. Where possible blue badge holders are allowed to park on the west side of the North Terrace which is closer to the shop, toilets and Orangery café.
3. The council-owned riverside car park surface is a combination of tarmac and gravel. The North Terrace on the west side is hard standing with gravel on the top and the east side is hoggin. There is a central cobbled strip from the front gates leading to the cobbled circle.
4. There is currently no transfer vehicle available at Ham House. Visitors who do not own a blue badge but have mobility issues can both drop off and pick up from the front gates.
5. For busier days (larger events and Bank Holidays) Ham lands is opened to allow for additional visitor parking. The terrain is grass and is situated next to the riverside car park.

## WCs

1. It is **128m** from visitor reception to the WCs.
2. The accessible toilet is in the main toilet block in the shop courtyard. It is 2.75m x1.65m in size and the entrance door is 86cm wide. The toilet has right-hand transfer. The paths leading to the toilet are gravel and paving stones.
3. There are no Changing Places facilities on site.
4. The accessible and non-accessible toilets have fluorescent lighting and hand driers.

## Visitor Reception

1. It is **258m** from the riverside car park to Visitor Reception. Blue badge holders can park on the North Terrace at Visitor Reception.
2. Visitor Reception is an adapted van; it has lino floors throughout with a felt material on the walls. Tickets are sold through a window in the side of the van and visitors stay outside to purchase their tickets. Memberships are completed in the seating area in the back of the van and the entrance to that is through double doors, and up one step.
3. The entrance door is 65cm wide and opened manually and the doors open outwards. Unless the weather is inclement the van doors are kept open and fastened back. Staff and volunteers can assist with opening the doors if required.
4. The till counter is 1.4m high. Staff will come round and speak to the visitor if they cannot see or reach the desk.
5. The area is lit naturally as much as possible due to the nature of the Visitor Reception being in a van. There is artificial lighting available when required.
6. There is a staff chair behind the till, which does not have arm rests. In the membership area of the van there are two cushioned benches.
7. There is a portable induction loop that can be requested. Staff and volunteers do not have training in BSL.
8. There are three manual wheelchairs and two mobility scooters available to borrow. Visitors can ring in advance to book them or they can ask when they turn up on the day to borrow one.



Visitor Reception van



North Terrace blue badge parking area

## House

1. It is **328m** from the car park to the front door of the house and **70m** from visitor reception to the front door of the house when using the front steps. It is **457m** from the car park to the front door of the house and **199m** from Visitor Reception to the front door of the house when using the level access route.
2. The paths outside the house are cobbled, gravel or paved. There is no way to avoid some cobbles but the level access route takes in minimal cobbles.
3. Visitors access the building over the cobbled front circle, then up 9 stone steps. The level access route is longer but avoids most cobbles and all steps. The narrowest door way to fit through on this route is 83cm wide. There is a portable ramp that can be brought out for the final shallow step into the house.
4. The entrance door is always open when the house is open. It opens inwards and there are volunteers manning it constantly. The front door is 1.64m wide.
5. Only two rooms have carpets in, the rest have wooden floors or stone. Nine rooms plus the basement do not have wall hangings. The show rooms are largely lit by natural light but the light is often dim either for conservation reasons or because of a mix of dull weather and dark panelling in the interior of the house. All rooms have artificial lights with low wattage incandescent or energy saving bulbs.
6. Access to the first floor is either by stairs with a banister rail, or a lift operated by staff. The lift is very small so some wheelchairs cannot fit in the lift. We have manual wheelchairs to borrow if this is the case and using another wheelchair is feasible for the visitor. We can only allow one wheelchair user on the first floor at any time so visiting times may be restricted.
7. The lift is 92cm x 90cm in size and the entrance is 72cm wide. The door from the lift lobby on the ground floor is 68cm wide and from the first floor lift lobby is 70cm wide,
8. Access to the basement is via an outside door to the side of the mansion. The pathway is made up of paving and minimal cobbles. There are 6 stone steps without a hand rail and then through a 90cm wide entrance door. The lift can also be used to access the

# National Trust

basement. The basement is a sensory space where visitors can smell and touch everything. There are occasional volunteer demonstrations of seventeenth century baking. Please phone ahead on 0208 940 1950 to see if there will be any demonstrations on the day of your visit.

9. The only narrow doorway in the house is from the Great Hall to the Servants Passage (60cm) and from the Servant's passage to the Duchess' Private Closet (65cm). Access to the Duchess' Private Closet is still possible through another, wider route.
10. There is space to turn a wheelchair in every room except the Duchess' Private Closet. This room is very small so wheelchair users must reverse into the previous room to turn around. Powered wheelchairs or mobility vehicles are not allowed in the house due to narrow corridors, small rooms and single steps.
11. Visitors are welcome to sit in the Back Parlour or Great Hall if they do not wish to do the same amount of the visit as other members of their group, or simply require a rest. There are volunteer chairs and architectural benches for visitors to use in every room. None of these seats have arm rests. There are volunteers in most rooms. There is no greater stretch of three rooms before you are with another volunteer.
12. There is a staff toilet in the house available for emergencies. It is not an accessible toilet.
13. Guided tours are available and tour guides can wear portable induction loops. The specialist 'Behind the Scenes' tour, is not suitable for wheelchair users or visitors with mobility issues as they go to areas inaccessible by the lift
14. There are large print and braille introductory guides available for visitors. We also have tour guides trained in audio description who can offer a bespoke tour for a visitor who is visually impaired. Visitors who are interested in this must pre-book as the guides are not always on site. Visitors interested in this can book by phone on 02089401950 or email [hamhouse@nationaltrust.org.uk](mailto:hamhouse@nationaltrust.org.uk)



Entrance to house including access ramp with level access route to right.



Entrance to basement via steps

## Still House

1. It is **167m** from Visitor Reception to the Still House.
2. The paths leading to the Still House are cobbled. There is a wooden ramp that leads into the Still House and the door is 90cm wide.
3. The Still House is a sensory space where visitors can smell and touch everything. There are occasional volunteer demonstrations of seventeenth century herbal remedies. Please phone ahead on 0208 940 1950 to see if there will be any demonstrations on the day of your visit.
4. There are no soft furnishings in the Still House. The floor is tiled with stone and marble and there are no seats available.
5. The space is naturally lit and uses one energy saving bulb.

## Dairy

1. It is **131m** from Visitor Reception to the Dairy.
2. The paths leading to the Dairy are cobbled. There is a wooden ramp that leads into the dairy and the door is 92cm wide.
3. The Dairy is used to screen the introductory film about the history of Ham House. It is narrated and a transcript can be provided at Visitor Reception.
4. There are no soft furnishings in the dairy, the floor is tiled with stone and there are three benches to sit on, 52cm in height with no arm rests.
5. The space is naturally lit and uses 2 incandescent bulbs.

## Catering

1. It is **425m** from the car park to the Orangery Café and **167m** from Visitor Reception to the Orangery Café.
2. The paths leading up to and including the terrace outside the Orangery are gravel.
3. There are 3 steps into the building and a ramp available on request to allow access.
4. There are 2 entrance doors along the front of the Orangery, they all open outwards and are fixed open. Both entrance doors are 1.75m wide.
5. There are no soft furnishings in the café. There is a tiled floor, wooden tables and benches, and metal chairs with a high ceiling.
6. The area is naturally lit but artificial lighting of spotlights and incandescent bulbs is also used
7. There are 4 steps with a handrail up to the library end of the Orangery
8. The till counter is 90cm high. Staff will come around the side of the till to assist wheelchair users. Visitors can be seated if they experience difficulty queuing and staff will assist them
9. The till points have an induction loop. The menu is not available in large print or braille but the catering assistants will read out the menu for visitors.
10. Specialist large handled cutlery, straws and double handed mugs are not available

## Retail

1. It is **387m** from the car park to the shop and **129m** from Visitor Reception to the shop.



# National Trust

2. The paths leading to the shop are gravel, cobbles and paving stones. There are no steps in or around the shop. The entrance door is 88cm wide.
3. There is one door into the shop and it is fixed open on warm days. On cold days, a glass door is shut and opens inwards. A member of staff can assist with opening the door if required.
4. The floor is carpeted and the space is lit with natural light, as well as spotlights, incandescent bulbs and some fluorescent bulbs in the display cabinets.
5. The till counter is 76cm high and has an induction loop.
6. Staff will assist with reaching down items of stock if they cannot be reached by visitors and telling visitors the price of items if required.

## Garden

1. There is a map given at Visitor Reception which shows the routes around the garden and to the house, Orangery café, shop and toilets. The map indicates the level access routes to all area of the property.
2. There is a step-free, level access route around the garden but the surfaces are cobbled or gravelled which can cause difficulty for some wheelchair users. There is ramped access to the Orangery and lower level garden and a ramp to the front door of the house. All gates are fixed open.
3. There are up to 10 steps down to the lower level of the garden which includes the Orangery café, plats and wilderness. None of the steps have hand rails except the steps from the Outer Courtyard to the Kitchen Garden. These steps are accessed through a doorway that is 90cm wide.
4. There are 4 text boards of interpretation around the garden. There are garden history tours on most days that visitors can join on the day. Please phone 02089401950 to confirm there will be tours on the day of your visit.
5. There are benches throughout the garden and seats outside the Orangery café.
6. There are no water features.



Cobbled pathway to shop courtyard



South Terrace steps and gravel pathways

**Contact details for more information**

T: 0208 940 1950

E: [hamhouse@nationaltrust.org.uk](mailto:hamhouse@nationaltrust.org.uk)

Date 05/10/2015

**Map**

Add any maps with access features marked to the back of the Statement