

Access Statement for Winterbourne House and Garden

Introduction:

Owned by the University of Birmingham, Winterbourne is a heritage visitor attraction comprising a 7 acre garden, museum exhibitions spread over two floors, a gallery, shop and tea room. It runs a year-long full programme of family events including outdoor performances and children's activities.

The house is Edwardian with many of the former outbuildings now used for facilities.

Pre-arrival and Car Parking:

- Information on where the house and garden is located, including maps and local public transport routes are listed on our website. You can also plan your journey to us by using the post code B15 2RT in your Sat Nav.
- The University of Birmingham has its own train station which has direct trains to Birmingham New Street, itself connected to the major rail network. The University train station is approximately 15 minutes' walk away through the University campus on mainly pedestrianized paths. Unfortunately signage is limited across campus so we recommend looking at a map to reach us before navigating across. We are in the process of improving the signage across campus. There isn't a taxi rank at this station, but taxis can be taken from Birmingham New Street station and take roughly 15-30 minutes depending on traffic.
- The NX Buses 98 and 99 stop less than 5 minutes radius of Winterbourne's entrance. As the city undergoes a massive overhaul of its transport links, the main stops have been changing on a regular basis. We recommend visiting www.transportdirect.info and using their route planner to find the most up to date information. www.nxbus.co.uk will also carry up to date information about buses in the area. Not all buses have flat platform access so it's worth checking that in advance.
- The Main Car Park is accessed directly from the main drive by turning right after approximately 30 metres from the main road. On the main road, only one side has pavement (opposite to the entrance to Winterbourne) and the road can often be busy with pedestrians. There are 34 spaces available in the top car park directly on the right. There is also an alternative parking area located to the left of the Main Entrance to Winterbourne House and provides parking for 13 cars. All parking is provided free of charge. There are three blue badge parking spaces located right outside the blue door entrance to the house in the smaller car park of 34 spaces. By following the path round to the left of the centre island in the car park, visitors can park safely in those spots which are marked with plaques on the wall. The entrance to the shop is a flat run and is either tarmacked or paving stoned.



Driveway to Winterbourne



Blue badge parking spaces

General Information

- Tickets to visit the site are available for purchase in the shop which is located in the courtyard.
- Maps of the garden are available for free from the gift shop.
- Inside the house visitors are directed to the exhibition rooms in the house and the flow is then supported by volunteer room stewards who guide visitors onwards.

Wheelchair Access to the House

- Winterbourne House has a mostly flat interior, with some steps to the outside where ramps are in place. The main exhibition rooms are spread over two floors, ground and first, and a platform lift expressly for the use of people with a disability is in operation. It is located in the first exhibition room to the right hand side of the main entrance to the house. The surface to enter the shop is flat and easy to navigate.



Entrance to the main house



Lift available in the first exhibition room

- Entry into the Gift Shop is via a single, inward opening door which is 980mm wide. There is a lowered section of the welcoming desk. Entry to the House is firstly through a single, inward opening door which has a level threshold and then through an additional door which leads into the Reception Lobby - these doors are 910mm wide. The additional door has a step in the threshold however a portable ramp can be provided for wheelchair users. Staff are on hand to put down the ramp for visitors.



Entrance to the Gift Shop

- Mobility scooters for use around the garden are available for hire at no charge from the shop. Unfortunately they are not suitable for use in the house.



Mobility scooters for hire



Seating available

- The main pay point is in the shop where a member of staff will assist with any questions visitors may have.
- Entrance to the site may be through either the shop and garden or through the house. A further point of contact is the main house entrance where either a member of staff or volunteer will be on hand to assist with any visitor queries. They do not stand behind a desk and will be on hand to hold open doors and welcome visitors in.
- The main house entrance has comfortable chairs available for visitors use next to the platform lift. The floor surface is carpet in the hallway. There is adequate lighting provided by overhead lightbulbs.



- Due to narrower doorways exiting the platform lift room (780mm) mobility scooters and some larger electric wheelchairs are not navigable around the house. Due to narrow turns and carpets on the ground floor, mobility scooters are not able to be used around the house.

Methods of Interpretation Available

- There are interpretation boards throughout the house, some of which are at a lower level. Almost all are large type and clearly legible for all degrees of visual impairment, with the exception of 2 boards in the Old Kitchen which are behind roped areas and may be more difficult to read.



Interactive train set in the main exhibition room

- The interactive touch screen in the Drawing room brings the diaries of Margaret Nettlefold to life.



Interactive touch screen in the drawing room

- We are happy for people to gently touch items on display. Room stewards give guidance about which items should not be lifted.
- In the main exhibition room on the ground floor, an interactive train set has audio clips at waist height which are suitable for all visitors to use. In the drawing room, study and nursery, a movement sensor triggers an audio track and movement, and in the bedroom, other audio brings the room to life.



Interpretation board in the drawing room



- There are strategically placed chairs throughout the house for visitors to rest on. Chairs that are too fragile to be used are marked with pine cones. There are rugs on the 1st floor of the house which are taped down.



Seating available downstairs

- Rooms are brightly lit and have plenty of natural light.
- Some display cabinets, in particular in the hobbies room, may not be visible if the eye line is below 1.3m. Room stewards on the 1st floor are happy to talk through items in these cases.
- The kitchen exhibition room can only be entered from the courtyard in the garden, and it has stepped access only. Information about the old kitchen is provided on the back of garden maps to support visits for people who cannot access the kitchen.



Display cabinet in the hobbies room

Public Toilets

- There is a unisex, disabled access and baby change toilet located at the main house entrance. The toilet layout is suitable for left-handed transfers and there is sufficient space available outside of the toilet compartment to manoeuvre and open the door.
- The compartment measures less than 1500mm by 2200mm and the door is light enough to open easily. Door width is 930mm.
- There are grab rails provided and there is an assistance alarm.
- There is a lever tap on the sink.



Stepped access to kitchen exhibition room



Disabled toilet in the main house

Tea room

- The Edwardian Tea Room is on a level path from the main house entrance. Access to the terrace where additional seating is available is through an outwardly opening door, width 840mm, which is propped open the majority of the time.



Entrance to the tea room from the terrace

- The entrance door to the tea room servery is 950mm wide and the entrance door to the tea room sitting area from the main corridor is 840mm wide. The door to the terrace is 840mm wide
- The dimensions of the tea room are comparatively small and clearing space between tables is tight. All chairs are armless.
- Flooring in the tea room and servery area is wood. The terrace seating area is concrete slabs.
- A gluten free selection of cakes is available and other diets are catered for where possible. We advise visitors to call in advance so we can ensure their needs are catered for.
- Large print menus are available.
- The disabled toilet is located 20m from the entrance to the tea room.



Inside the tea room



Seating on the terrace

Gift Shop

- Tickets are purchased from the gift shop before entry. Guide books, souvenirs, gifts, ice creams, soft drinks and confectionery are also for sale in the gift shop, with a pay point for purchasing second hand books from the outside book sales area, and gallery.
- The shop has a flat entry with an inward opening door that is push operated, and the exit is a push operated outward opening door with a ramp to access the main path.
- A low level counter is available

- There is room for a wheelchair to manoeuvre and turn. There are low display tables accessible from a seating position but some items are displayed higher up and would require assistance from a member of staff.
- There is sometimes low level background music playing.

Gallery

- The gallery is accessed by a glass push door and is level access from outside.
- It is well lit by natural daylight and spotlights on art work.



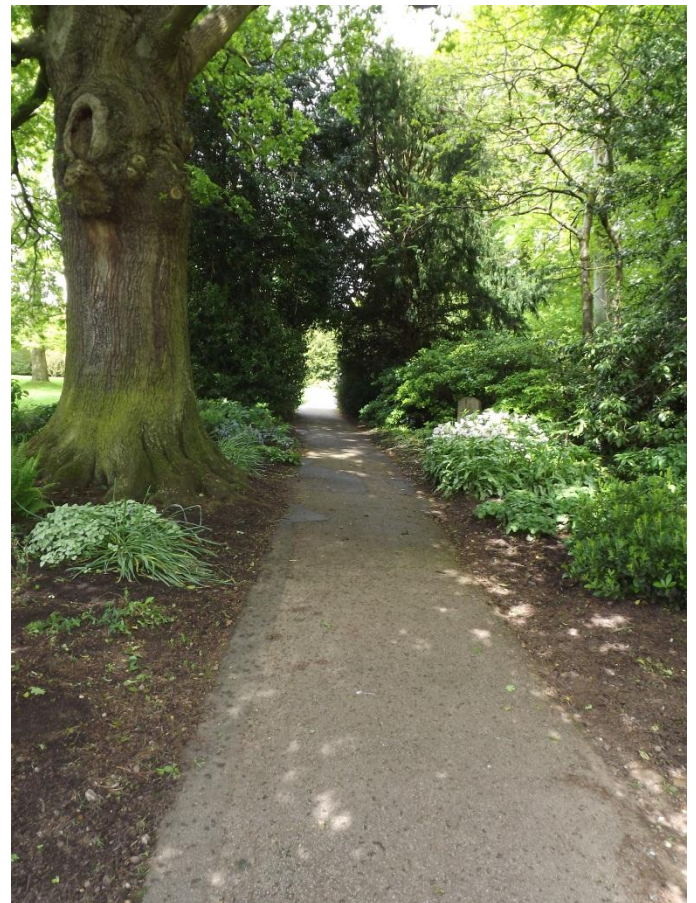
Inside the art gallery

The Garden

- The garden is contained in 7 acres of lawn, beds, glass houses, level wheelchair-suitable paths and landscaped features. The Japanese bridge in particular cannot be accessed by wheelchairs or scooters, and due to its steep nature, is not recommended to be crossed by visitors who are unsteady on their feet. Staff often provide assistance for suggesting routes around the garden based on ability.
- Picnics are allowed in the garden but there are no picnic benches. There are single benches throughout the garden that offer the opportunity for rest.
- Some more recently built glasshouses are accessible to wheelchairs or scooters.
- Paths have recently been upgraded to provide an improved surface for wheeled mobility vehicles or supports.



Japanese bridge



Pathway in the garden



Seating available in the garden



Entrance to a glass house



Entrance to a glass house

Additional Information

- All carers are offered free entry.
- Seeing and hearing guide dogs are welcome in the house.
- Unfortunately, we do not have a hearing loop at this time, though we hope to have one installed soon.
- A braille leaflet giving a basic overview of the site and its facilities is available on request.
- All of our staff undertake regular customer service training which includes cultural and disability awareness.

Contact Information

Winterbourne House and Garden, University of Birmingham, 58 Edgbaston Park Road, Birmingham, B15 2RT 0121 414 3003

enquiries@winterbourne.org.uk

www.winterbourne.org.uk

Open 7 days a week with the exception of a period of refurbishment of a few weeks from just before Christmas until mid January. We recommend TOA taxis as the best accessible taxi firm in the area: 0121 427 8888