



## **Strawberry Hill House Access Statement**

### **Introduction**

Strawberry Hill is a historic house and garden located in Twickenham, Middlesex. It is situated on a hill with a gradual approach. It is a member of the Visitor Attraction Quality Assurance Scheme for which it has received an exceptional rating.

Our facilities for those with access needs includes a lift, adapted toilets, hearing loops, large print guides and free access to carers accompanying a disabled visitor. Specifically designed guided tours for those with visual impairments can be arranged for groups.

The restored show rooms of the House are mainly based over the ground floor and first floor with lift access to rooms on the first floor. There are four additional rooms which cannot be accessed via the lift. The Library on a mezzanine level above the first floor may be accessed by ten steps. Mr Walpole's Bedchamber, the Plaid Chamber and Dressing room are on the second floor and must be access via two flights of step consisting of 10 steps in each flight. The top suite of rooms also require access via 2 small steps, each 102mm or 4inches deep.

Two rooms on the first floor, the Breakfast Room and Green Closet are accessed via a step on the threshold, both are 153mm or 6 inches deep.

A hearing induction loop is available in both the shop and the rest of the house.

We look forward to welcoming you to Strawberry Hill. If you have any queries or require any assistance please phone 0208 744 1241 or email [enquiry@strawberryhillhouse.org.uk](mailto:enquiry@strawberryhillhouse.org.uk)



## **Pre-Arrival**

For full details and maps of how to reach us please see the directions section of our website <http://www.strawberryhillhouse.org.uk/travel-info>. Alternatively, you can plan your journey by public transport using [www.tfl.gov.uk](http://www.tfl.gov.uk). Our postcode is TW1 4ST

The nearest railway station is Strawberry Hill, which is a 10 minute walk away. There is a small minicab office at the station and access from the platform is step free.

The 33 bus runs between Hammersmith and Fulwell via Twickenham and Richmond, at 6-10 minutes intervals during the day. It stops at the Strawberry Vale Stop on Waldegrave Road, directly opposite the house.

Route R68 runs between Kew Retail Park and Hampton Court Station, calling at Michelham Gardens every 15 minutes in each direction. From the bus stop, Strawberry Hill is under five minutes away by foot, along Waldegrave Road from the mini-roundabout outside Radnor Gardens. This route calls at Richmond Station and is useful for visitors travelling via the District Line from central London.

The main road outside the house has a wide paved path and the pedestrian entrance from the road has a dropped curb.

Unfortunately we are unable to offer a collection service for visitors.

## **Car parking and Arrival**

There is limited parking on site for 26 cars and 2 clearly marked Blue Badge parking spaces, which are approximately 30 metres from the main reception and shop entrance.



The car park surface is solid with fine gravel. The car park is well lit at and the pathway from the car park to the house is level. If necessary, visitors can be dropped off at the visitor reception area which has step free access and an adapted toilet.

Please note that the formal driveway outside the house is for pedestrian use only, and not vehicular access.

Visitor should go to the shop to collect their tickets. There is step free access and the door is 970mm or 38.2 inches wide.

### **Main Entrance, Reception and Ticketing Area**

On arrival an adapted toilet and a locker area are available for use before walking down a level path to the reception and shop area where tickets should be collected. Access is step free.

There is a small bench situated outside the shop.

The area is evenly tiled and well lit. There is a lowered section of the ticketing desk suitable for wheel chair users. This is at a height of 730mm or 28.7 inches.

There is complimentary ticketing policy allowing free entry for one carer on request.

There is hearing loop system installed in the shop and wheelchair loan is available, free of charge and on request. Large print copies of the abridged Description of the Villa (a copy of which is given to all visitors) are available on request.

### **Attraction Displays and Exhibits**



A 12 minute film on the restoration of the house runs on a loop in one of the rooms. There is step free access to this room

Many of the rooms are equipped with a scrolling photo frame showing different views of the rooms through time. These can be viewed from a sitting or standing position.

Interpretation boards in the garden have pictorial representation where applicable. All are at a top height of 800mm or 31.5 inches.

The abridged Description of the Villa which is given to all visitors is available in large print.

There are no flashing lights used in displays.

The narrowest door is 647mm or 25.5 inches wide. All doors are open during visiting hours. Some doors are fitted with automatic closers which operate on activation of the fire alarm system.

There is one small corridor which is particularly for electric wheel chairs to pass through. This goes off on a 45° angle and reduces to a width 953mm or 37.5 inches, there is also a 75mm or 3 inch step at this point. This reduces access to electric wheelchair users to one room but a member of staff can open an alternative doors so that the room may be viewed from the doorway looking in.

There is plenty of seating available in the historic rooms for the use of visitors.

The floor surface is tile or stone in the main visitor areas, and the historic rooms are wooden boards or parquet.

Lighting in the house is natural, to retain overall atmosphere of the building, though very dim rooms are lit by simple uplighters.



The exhibits in the house museum are well lit and large print copies of display panels and object labels text is available.

## **Public Toilets**

There are three public toilets including an adapted toilet situated in our new visitor reception area. There are two additional public toilets, one of which is adapted, in a corridor near to the café.

There is step free access to both accessible toilets and use of a ramp is not required.

The toilets at the visitor welcome centre include two unisex toilets and one unisex accessible toilet. The accessible toilet has a door width of 901mm or 35.5 inches and inside there is an 762mm or 30inches transfer space to the left when facing the toilet. The toilet height is 482.6mm or 19inches. There is a horizontal rail on the side wall adjacent to the toilet and 2 vertical rails next to the sink. There is an alarm cord in this toilet which can be pulled to call for assistance in an emergency. Toilets are well lit and the flooring is safety laminate. There are lever taps on the sinks.

The toilets inside the house are to be found adjacent to the lift behind the Café. These toilets have one unisex toilet, and one unisex accessible toilet. The accessible toilet as a door width of 930mm or 36.6 inches and inside there is an 800mm or 31.5 inches transfer space to the left when facing the toilet. The toilet height is 480mm or 19 inches with an adjustable rail on one side. There is a horizontal rail on the side wall adjacent to the toilet. There is an alarm cord in the accessible toilet which can be pulled to call for assistance in emergency. The toilets are well lit with overhead lighting and the flooring is non-slip laminate. There are lever taps on the sinks.

## **Catering**



The café is situated on the ground floor and has step free level access from the entrance and is level throughout. The café is table service and the entrance doors to the café are 900mm or 35.5 inches wide.

Tables in the café are well spaced apart, with a clear height from the floor of 700 or 26.56 inches, with upright chairs without arms.

Lighting in all areas is natural daylight with wall mounted lighting used and the flooring in the café is stone.

We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have.

It is a table service café and the staff can read out the menu. The crockery contrasts in colour with the table.

The nearest toilets and accessible toilet are 18m away.

## **The Shop**

The shop is situated near to the entrance of Strawberry Hill, the car park and visitor reception area.

There is level access and the door is 970mm or 38.2 inches wide.

All shop fixtures are placed around the walls with no central fittings, there is space between these for a wheelchair or pushchair.

There is a lowered section of the ticketing desk suitable for wheel chair users. This is at a height of 730mm or 28.7 inches.

Background music is occasionally played at a low volume and there is a hearing loop system.

Staff can give assistance if required.



The area is evenly tiled and well lit.

### **Grounds and Gardens**

The garden is currently being restored and so should be seen as a work in progress.

Access across the garden is over the grass lawn and can be uneven underfoot.

A sensory garden with raised beds has been installed to further enhance enjoyment of the garden for those visitors with disabilities.

We will shortly be installing six new benches along the length of the tree line to the east of the garden for the use of visitors, there is also a small bench situated outside the shop.

### **Additional Information**

We offer guided tours for the visually impaired, unfortunately this is currently for those booking as a group (minimum 4 people plus carers) These are given by specifically trained guides who give audio descriptive tours of the house. Individual tours can be organised by prior arrangement depending on the availability of our specialist guides.

Strawberry Hill is a dementia friendly destination. Staff and a large number of volunteers have been trained in meeting the needs of those living with dementia and their carers.

Information on evacuation in an emergency is available on request.

Strawberry Hill welcomes assistance dogs but does not provide any specific facilities for these animals.



There are signs around the attraction which are colour contrasted and in the historic house stewards are able to give clear direction.

We do not have an area where a mobility scooter or battery powered wheelchair can be charged

### **Future Plans**

### **Contact information**

Strawberry Hill, 268 Waldegrave Road, Twickenham, TW1 4ST

Grid Reference: Latitude - Longitude:  
51.438264,-0.334815

Lat: 51° 26' 17.7498"  
Long: -0° 20' 5.3334"

The nearest mobility aids shop is: Additional Aids Mobility, 80 High St, Twickenham, TW2 7LS

Accessible Taxi Firm: All Twickenham Cars & Taxis 020 3137 8664