



# Illustrated access statement for Whitchurch Silk Mill

**This access statement does not contain personal opinions as to our suitability for those with access needs, but aims accurately to describe the facilities and services that we offer all our guests/visitors.**

Whitchurch Silk Mill is in the centre of the country town of Whitchurch, Hampshire, seven miles from Andover. The Mill is an exciting place where you can discover how silk is woven. It is on a level site adjacent to the River Test. The Silk Mill is a member of the Quality Assurance Scheme.

# General description

- The Mill is on three floors with a stair lift to the first floor, a threshold and three steps to the first floor tearoom.
- Allow 1.5 hours for your visit or, if part of a group, 2.5 hours.
- A wheelchair is available for free loan.
- The ground floor shop with ramped entries sells wonderful silk giftware and accessories.
- Audio-visual presentations at key points with subtitles and induction loops help to bring the Mill alive.
- Groups of 10 can pre-book a guided tour.
- Trained assistance dogs are welcome.
- There is clear signage in the grounds.

We look forward to welcoming you. If you have any queries or require any assistance, please phone **01256 892065** or email: **[info@whitchurchsilkmill.org.uk](mailto:info@whitchurchsilkmill.org.uk)**



**Stair lift to the first floor**



**Ramped entry to the shop**

# Pre-arrival

- Buses: The Andover to Basingstoke bus, No 76, stops in Bell Street, 0.25 miles from the Mill. The Winchester to Basingstoke bus, No 86, stops outside the Mill.
- Whitchurch Railway Station is just over 0.5 miles away (10 to 15 minute walk).
- Accessible taxis must be pre-booked: J Cars - 07876 254428/AAP - 07977 564312
- There is parking for disabled drivers close to the Mill
- The Mill has five bicycle stands on site

## PLAN YOUR JOURNEY

With [www.transportdirect.info](http://www.transportdirect.info)



**Parking close to the Mill**



**The Mill's bicycle stands**

# Car and bike parking

- The public car park adjacent to the Mill is free and has 31 spaces, two of which are designated for disabled drivers. There is a 25m paved path and wooden bridge leading into the Silk Mill reception. The car park surface is tarmac and benefits from light cast by the community building lighting. The on-site car park can accommodate five cars – there is one space for disabled drivers.
- There are five bicycle stands in the on-site car park.
- There is a car park in Bell Street, which is also free and is about 0.25 miles from the Mill. It has a Radar lavatory and 83 parking spaces, some tarmac and some gravel.



**The Mill's on-site car park**



**Leading to the bridge: close- up**



**Leading to the wooden bridge**



# Arrival

- The entry doors to the reception are well lit. They open outwards and are 90cm wide, accessed by gentle ramps.



**Trip hazard by the entry doors**



**Entry doors from on-site car park**



**Gravel in on-site car park**



**Entry doors from public car park**

# Main entrance, reception and ticketing area

- The main entrance, shop and ticket area are on the ground floor where there is step-free access throughout and ramped entrances.
- There are seats in the shop.
- The entrance is tiled and the remainder of the floor is carpeted.
- The area is lit with spot and LED lights.
- The counter includes a lowered section for wheelchair users.
- The counter is open, there is no glass screen.
- There is a hearing loop.
- A wheelchair is available for free loan on request.
- A magnifying glass, pen and paper are available.
- German, Japanese and French laminated guide sheets are available from the shop.
- The Mill offers a free ticket to a carer who is required to assist a disabled person during their visit to the Mil.



**Seats in the shop**



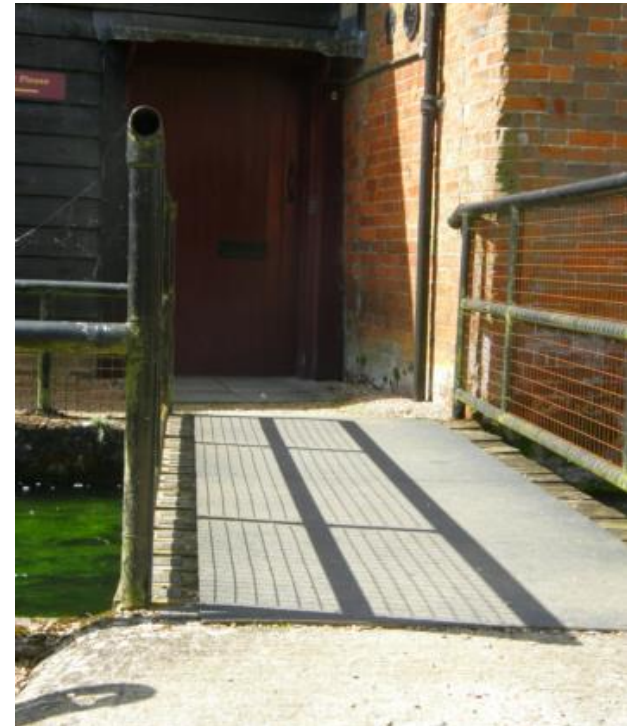
**Free wheelchair loan**

# From the shop to the Mill

- After buying your entry ticket in the shop, you can watch an introductory video in a seated area.
- Then, a more substantial ramp with hand rails takes you to a small bridge.
- You will then need to cross the bridge to the Mill.



Down the gentle ramp...



... and then across the bridge



# Accessing the main part of the Mill

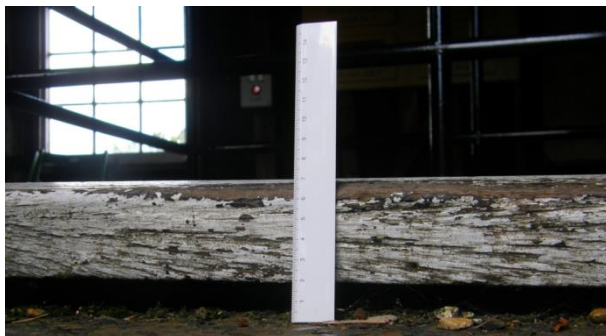
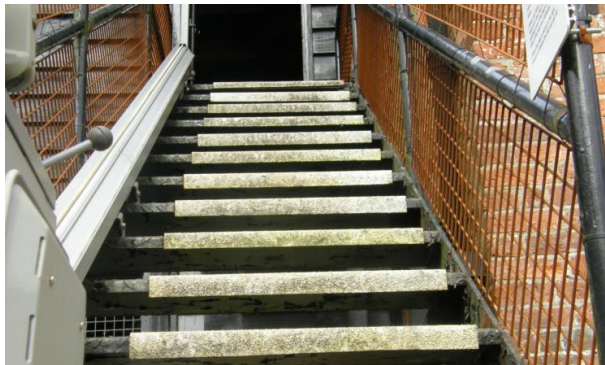
- You need to walk around the back of the Mill in order to gain access.
- You are directed along a gravel path, past plenty of seats.
- There is also a bench on Frog Island under the walnut tree
- You then reach the steps up to the first floor. A stair lift has been installed here.





# Getting into the Mill, on the first floor

- A steep outside staircase leads up to the first floor.
- There is a stair lift installed at these stairs.
- Right at the top of the stairs, there is a step of 7cm to get into the carpenter's workshop.



The stair lift

# The carpenter's workshop

- The first room you enter is the carpenter's workshop. It has wood floors and carpet. A grille in the floor, which is enclosed by metal barriers, offers a good view of the waterwheel.
- There are audio-visual presentations with subtitles, background music and hearing loops at three key points within the Mill , including one in this room.
- Other sounds around the Mill include the river, the water wheel and Victorian machinery.
- The Mill has uneven floors and low ceilings in places.
- Lighting levels vary, including fluorescent lights and spotlights, and natural daylight.
- To get to the next part of the Mill, you will need to go up three steps. There is a handrail to hold.



Three steps up to the next part

# To the tea room, or up to the second floor

- You can either go up a very steep staircase to see the warping and winding machinery on the second floor or enter the tea room, which is on the same floor as the carpenter's workshop.
- There is no stair lift to the second floor. Each step is about 14cm high.



Up to warping and winding



Looking back down the stairs



Each step is about 14 cms

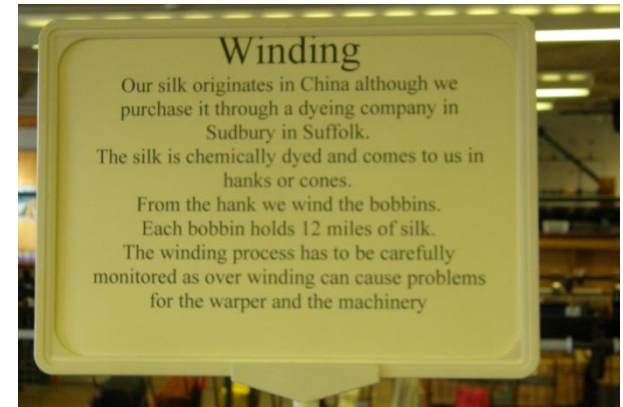


# The second floor

- On this floor you can see the warping and winding machinery at work.
- Throughout the Mill, there are various interactive models which can be accessed from a sitting or standing position.
- Interpretation boards are printed with some images.
- There are handling exhibits, such as fabrics and Mill artefacts.



Seating at the audio-visual unit



Up to warping and winding



One of the audio-visual displays



Silk being wound

# The tea room

- The tearoom can seat up to 50 people. There are ten wooden tables and armless chairs, each table seating either four or six people. Three of the tables are easily accessible from the wide walkway.
- A child's highchair is available.
- The walkway and tearoom areas are carpeted.
- Lighting is natural daylight supplemented by wall lights.
- The floors in the tearoom and along the walkway are uneven.



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# The tea room (continued)

- The tearoom is self-service. However, staff will assist on request.
- Payment for tearoom purchases is taken in the shop (except pre-paid group visits).
- The nearest accessible public toilets are in the shop.
- We stock gluten-free biscuits. We do our best to cater for any dietary requirements; please contact us in advance with any specific requests.
- The white crockery contrasts with the wooden tables.
- There are many photographs of the Mill's silk in use, displayed in the tearoom.
- There are two glass cabinets which display temporary exhibitions.

One of the audio-visual displays

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# Exhibition space next to the tea room

- On the same level as the tea room there are lots of hands-on activities to do.



# Returning to the ground floor

- There is a steep and winding staircase leading down from the tea room.
- At the top of the stairs, the wooden floor is very uneven.
- Alternatively, you can return the way you came and use the stair lift.



# The exhibition area - back on the ground floor

- If you came down the stairs, you will find yourself in a small exhibition area, with a couple of seats.
- If you returned via the stair lift, you will need to go back around the Mill to where you started and enter the berry-coloured door.
- If you come through the door, you will need to take care of the small step down



The step down from outside





# Weaving shed

- Next to the exhibition area is the weaving shed.
- You will need to cross the door mat to enter. Inside, the floor is wooden and quite uneven, although not as uneven as the first floor.
- There are activities to do and an audio-visual unit, both with seating.
- You can also watch weaving in operation, or look at the machinery if it is not a weaving day.
- On leaving the weaving shed, there is a small, uneven step up.



The step up to get outside



# The grounds

- The front garden consists of a circuit of gravelled paths around a lawn, with some mixed borders to the perimeter.
- The paths lead onto a level wooden bridge to a viewing platform for the waterwheel. (There is a gentle slope joining the path to the bridge.)
- Two wooden benches are suitable for picnics.
- A gravel path leads from the front garden over a level wooden bridge, past a further bench to the rear garden. The path widens near the Mill to accommodate six picnic tables, where, in the summer, parasols are available.
- There are benches and two chairs.
- The paths vary in width from 1.10m to 2m.
- The rear garden is mostly lawn with a bench beneath a walnut tree.



**A gravel path and wooden bridge lead to the waterwheel**

# The shop

- The shop sells a range of silk giftware and accessories, cards, books and educational toys.
- The shop and reception are in the same building.
- The shop has no background music, only the sound of the river running.
- There is a low-level counter and a hearing loop on the counter.
- Stock is displayed in tall racks and on low tables.
- There is room within the shop for a wheelchair to manoeuvre.
- The shop is well lit with LED lighting.





# The lavatories

- Public lavatories are located in the main entrance at ground floor level with level access.
- There is a unisex accessible toilet within the gentlemen's toilets.
- There are grab rails on either side of the toilet, by the hand basin and on the rear of the door.
- The toilet height is 44cm from floor to seat.
- The outer and inner door widths to the gentlemen's toilet is 78cm, as is the door to the accessible toilet.
- There are lever taps on the wash basins.
- Toilets and washbasins are white and the floor tiles are beige. The walls are pale blue and the doors are white.
- The toilets are lit with overhead, fluorescent lighting.
- There is a baby-changing table within the accessible toilet.



# Contact information

- Address: 28 Winchester Street,  
Whitchurch, Hampshire, RG28 7AL
- Telephone: 01256 892065
- Email: [info@whitchurchsilkmill.org.uk](mailto:info@whitchurchsilkmill.org.uk)
- Website: [www.whitchurchsilkmill.org.uk](http://www.whitchurchsilkmill.org.uk)
- Grid Reference: SU 462478
- Opening hours: 10.30am - 5.00pm,  
Tuesday to Sunday.
- Closed Mondays (*except bank holidays*)  
and Christmas week.

