

Access Statement For Woodcolliers Arms Bewdley **DY12 2AU**

Introduction

The Woodcolliers Arms is an 18th century Grade II listed building, it is made up of 5 old buildings which have been joined together over the years which are built on both a side to side and front to back slope. The slope is sufficient that a guest having gone to the first floor by the main stairs is able to leave the building on virtually level ground from the fire escape. Rooms and ceiling heights vary and there are 8 flights of stairs and several steps although only 3 flights of stairs are in the bed and breakfast public area. The other five would affect any employee as they are in the cellars, kitchens and office areas. We are restricted by the listing and the need to comply with the conservation area we are situated in.

Pre-Arrival

- We have a website with pictures of the premises [www.woodcolliers .co.uk](http://www.woodcolliers.co.uk)
- We have a contact point through email on the web site
- Our fax machine is not automatic and verbal call needs to be made first to have it switched to fax (not available at busy times).
- Our leaflet and menus could be produced in large print if requested and can be emailed so that the recipient can enlarge to a size they can work with.
- We are situated within walking distance of the town – approx. 150 yards however it is slightly uphill and the first part of Welch Gate has a very narrow pavement unsuitable for many wheelchairs.
- A regular bus service operates from Kidderminster – No 2 and bus stops are situated either side of Load Street – see map on website and brochure.

- We are unable to offer a collection service as our vehicle is not suitable.
- The public car park in Dog Lane has a large access toilet and there are similar facilities just off Load Street near Barclays Bank.
- A variety of taxi firms operate from Kidderminster with various access types.
- Due to the age of the building and restrictions from listing we are unable to offer wheel chair access to our B & B accommodation. We also feel it is unsuitable for use by those unable to manage steep stairs.
- Our toilets are quite small with narrow doorways a small turning space as well as being approached by a fairly high step.
- Windows are such that even with day time lighting we have a cosy ambience which visually impaired customers may have difficulty with.
- Our policy is to be helpful and attentive to all our customers whether disabled or not wherever possible; however as we are a small family run business we do not have the resources at busy times so customers requiring support need to make their own provision for assistance.

Arrival & Car Parking Facilities

- There are two car parking spaces; neither is designated and both are of standard width.
- Parking can be reserved however the car park is open access and other customers (and non customers) could (and have) taken spaces and refused to move.
- There is a pay and display car park within approx. ¼ mile including many disabled spaces
- Dependent on the day of arrival and time of day subject to staff availability assistance is offered from parking / car park to entrance.

- There is drop off potential in Sandybank to the left of the premises but this is steep.
- It is approx 30 yards from the entrance or less if several steps can be negotiated
- The surface is tarmac on roads and paths to entrance however the paths are not well maintained by the local authority.
- There is no dropped kerb.
- If a car is parked in nose first there is rear access to it
- The surface is pitted due to heavy beer deliveries breaking up the surface
- There are no barriers
- The contact phone number is displayed externally.
- A water bowl is provided for dogs.
- Signage is in large clear letters.
- No alternative access is available and no customer should attempt to be delivered to our Lounge door entrance as it is on a bend and a vehicle stopping there would cause an accident.
- Porterage to cars taxis and public transport may be possible subject to time of day.
- The footpath from Sandybank is well lit by street lighting and reflected light from the outside lights.
- All surfaces are open to the air
- There are steps at the main entrance and flat access to the Lounge bar door
- All access routes are on a slope.

Main Entrance & Reception

- There are only two entrances one with steps one flat.
- There are two steps to the front door and after a 90 deg turn a further step inside to the saloon bar.
- Assistance will be provided if there are sufficient staff available to be able to leave the bar unattended.

- We do not have a Loop system installed.
- Music can be turned down on request
- Pad / pen is available on arrival
- There is no entry phone / voice communication to gain entry.
- Lighting – is uniform with some spotlights it is a little on the dim side dependent on the natural light.
- Additional keys to rooms are available on request at extra cost.
- Seating is available in the bar which serves as a reception area.
- All guests are escorted to their rooms and emergency exit procedures explained at time of arrival.
- The entrance doors are standard domestic style and side hung.
- The entrances have lights in their porches with contrasting threshold and surround.
- Opening times / manned hours for reception and main doors are 12 noon to 12.30 at night.
- There are no handrails or grab rails provided
- Reception desk/Counter is of standard height as befits a bar which is its principal purpose it has spot lights over it.
- The floor is level throughout the saloon bar but there is a step up to the lounge bar
- Accommodation prices are not listed at the bar
- Provision for service dogs includes - water and food bowls, walking facility
- Signage is in a variety of different but clearly readable fonts, there are no Braille signs.
- The saloon and lounge bar areas are each the size of a large living room
- There is a wide walkway through to the snug from the saloon bar and the lounge bar has a step up to the toilets and accommodation passageway.

- There are colour contrasts between critical surfaces i.e. black paint work and cream walls
- **Public Areas - General (Internal)**
 - Generally the lay out internally is of several small houses joined together to make one with smallish rooms and differing floor levels.
 - There are no lifts or escalators to the three floors residential guests have access to.
 - Facilities include bars dining room and toilet on the ground floor. B & B guests have a variety of bedroom offerings which are not fitted for disabled access due to room size and listing restrictions.
 - All bedrooms and upstairs areas have fitted carpets the bars are mainly carpet with quarry tiles in the dining room.
 - There are no public telephones.
 - Public areas include a variety of small rooms with plenty of chairs and bench type seating around tables. There are no special signs no TV's no games machines no juke box's and lighting is a mixture from which most customers are able to find a spot to suit them.
 - A hand rail is provided from the snug to the dining room down two steps.
 - Doors are generally open and are half panel half glass.
 - There is a corridor to the toilets.
 - No baby changing facilities are available.
 - Dogs are welcome and a water bowl is provided. Our dog takes precedence against all other dogs as he guards his domain this includes service dogs. All customers dogs must be kept on a lead unless in bedrooms.
 - No special signage is provided.

Public Areas - WC

- The toilets are situated off a passage way from the lounge bar.
- The route is up a step from a carpet on to floor tiles.
- The facilities are standard public toilets with out any provision or opportunity for changing or washing facilities. There is no emergency call facility.
- The Fire alarm is not visual however a member of staff is designated to check the toilets as part of the evacuation procedures
- The toilet facilities consist of a single stall ladies with a need to turn when in side which is repeated in the gents which also has a urinal.
- Floor surface is of a tiled finish.
- Doors are standard width with sliding bolts to close and lock
- There are no support rails or hoists.
- Toilet is of standard fitting without risers or support rails
- Washing facilities are restricted by space and consist of small wash hand basins with normal turn taps at standard height with electric hand dryers above them.
- The walls and furniture are colour contrasting cream walls and brown or black paint work
- There are no other facilities provided apart from a shelf in the ladies.
- There is no special signage.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- See general areas.

Laundry

- Not Available

Bar

- The bar has illuminated signs for the different lagers and beers with pictorial and usually clear cask ale name clips.
- Bottled products are displayed in a back lit fridge unit
- Spirits are displayed on the back bar wall with the benefit of back strip lighting
- There are blackboards displaying crisp varieties, wines and beers in large clear capitals
- A specials / notice board highlights product specials
- An outside cask ale board shows current and future cask ale availability

Leisure Facilities

- There is a very small sauna which has restricted access and is not suitable for disabled guests.

Outdoor Facilities

- Not Available

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Not Available

Bedrooms

- No bedrooms are suitable for wheelchair users as one is up a small set of its own stairs 2 are on a second floor and the fourth has a restricted landing width.
- The fire alarm is sound only and any guests with hearing problems would be 'collected' on vacating the building by a designated member of staff.
- All TV's have teletext and remote control.
- There are no telephones in the rooms
- One bedroom has an armchair no other special facilities are provided
- Flooring is generally carpet throughout.
- Lighting consists of natural light central bedside and over basin electric lights
- Bed combinations include twin, double, and king size with standard heights
- One bedroom is on the first floor two are on the second floor and a third is on a mezzanine level. They are located above the ground floor bar areas and cellarage and all are approached by stairs which are quite steep as in an early Georgian property.
- Walls are generally white or cream with dark painted contrasting door frames and skirting.
- Signage is all standard and print is not available in alternative formats
- All kettles are cordless and have sight glasses on the side.
- There are no fridges in the rooms
- There are contrasting colours between critical surfaces
- There is no Room service availability
- We do not cater for specific dietary requirements apart from diabetics
- Staff assistance/familiarisation - is offered on arrival
- Allergies are not catered for except that all rooms are non-smoking
- Facilities for dogs / provision for dogs but subject to no dogs on beds and customer must indemnify us against

all damage, loss of income, cleaning costs etc. A charge will be made for all of the above as appropriate. We reserve the right to exclude any dog we object to. No dogs to be left in bedrooms on their own.

- NB Our dog takes precedence against all other dogs as he guards his domain this includes service dogs.

Bathroom Shower Rooms and WC's

- 3 bedrooms are ensuite, one has a private bathroom
- There are no fire alarms in the bathrooms
- All en-suites are just large enough to hold a basin and a toilet with a small drying area. In those rooms hand basins are in the rooms. These rooms have vinolay or veneer floors.
- The separate bathroom includes a basin, toilet and bath with over bath shower. This has a larger drying area. The floor is carpet.
- Doors are single leaf with conventional door furniture which have been retained from original room doors (part of listed building) which have been replaced with fire doors
- There are no support rails
- No alarm system or pull cord is available
- All showers require a step up to gain access there is a single adjustable shower head and the controls are twist to turn on and off and each has a thermostatic controller.
- The bath is a conventional bath with standard turn taps there is a non slip mat provided.
- The basins in the bathroom and two of the rooms are pedestal types with vanity units in two bedrooms which have no under bowl space
- WC's have limited access as they are in corners and next to either showers or basins there are no risers or support

- Bathroom suites are white with light but contrasting tiled or painted walls. Doors are dark coloured with contrasting frames.
 - There are no special Provisions & Aids

Additional Information

- We have installed an emergency lighting system activated on mains failure or by the fire alarm being activated.
- We have fitted a handrail to the main stairs
- We would wish to repeat it is dangerous to try and set down a disabled person at our level entrance and for this reason have specifically *NOT* signed it as it may attract a driver to park outside it who has not assessed the associated risk of parking on a bend.

Contact Information

- 01299 400589
roger@woodcolliers.co.uk

Future Plans

- Subject to structural integrity and to avoid damage to internal timbered walling we may try to fit a further rail to the second floor stairs.
- On completion of our new fire escape we may after a risk assessment consider letting some customers access the B&B rooms from it as it is nearly level with the parking area.