

## BISHOP'S PALACE GROUNDS WALK – GUIDES' BRIEF

We know that each guide will bring to their role their own interests and their own love for the site, and that this will make each tour distinctive. We also know that visitors come with their own questions and priorities, and that a good guide will respond to these in delivering a tour. We know that every tour will be a little different and believe that this is art of delivering the best visitor experience we can.

### Some general notes:

- All guides have, of course, to be able to think on their feet, and must feel confident about altering the route when circumstances make this advisable: e.g. when your group includes people with limited mobility or when guiding in very wet weather.
- The subjects listed in the '*Additional Details*' column include some of the many other details that guides might include or use to be able to answer questions. Please refer also to the 'Additional Details Handout' under their reference, e.g. (see 01) etc. NB: **Not all subjects can be covered in a single Palace Grounds Walk (PGW)!** PGW should be no more than **45 mins in duration**. Please take the group's requirements and needs into account and adjust the tour content accordingly. You don't have to follow the suggested route in this pack, lots of guides choose to finish up by the Well Pools and then invite visitors to explore the Quiet Garden, Community Garden, Dragon's lair from there by themselves..

- Our intention is to entertain, amuse, inform and enlighten. You are a guide, not a lecturer. Lighten your talk with amusing anecdotes and smile. Use short, simple words. Our visitors are on holiday or enjoying a day out. Most people struggle to remember fine detail and to place dates. Keep things simple e.g about '600 years ago' not 'in the 14<sup>th</sup> century'.
- Talk about no more than two or three things (for two to three minutes) at each stopping point.
- Check that the group can hear. Project your voice to compensate for outdoor noise levels, face the group (and not what you are talking about), ask for the group to let you know if they can't hear. Repeat any questions from the group before answering.
- Vary your eye contact around the group so everyone feels included. If you don't know the answer to a question, it's OK to admit it! Don't guess or 'blag' an answer.
- Be friendly but assertive with your group. Ask them to keep together or gather round but do this with humour and without ordering people around!
- Ask questions to engage the group. This will also help you gain a level of knowledge about them. You cannot assume they will know about English history, Christianity, church terminology or gardening.
- **Remember you are here for the visitors.** Think about what they might want, how they might be feeling and what they are expecting. Keep an eye on their body language and be ready to adapt your style or tour accordingly.
- **Thank you for sharing your love of this unique place with our visitors.**

## PALACE GROUNDS WALK – GUIDES’ BRIEF

Location	Guides Information	Key Details	Additional Details
Lamp Post (between Black Walnuts & Chapel)	Arrange group so that they are looking out across the lawn towards the Palace.	<ol style="list-style-type: none"> <li>1. Welcome &amp; Introduce yourself</li> <li>2. Explain walk lasts 45 mins but visitors can peel off at any point.</li> </ol>	
Lamp Post	<p>Overview &amp; Timeline</p> <p>What are we looking at?</p>	<ol style="list-style-type: none"> <li>1. Jocelyn’s Palace the early 1200s.</li> <li>2. Burnell’s Chapel &amp; Great Hall late 1200s</li> <li>3. Ralph’s fortifications in the mid 1300’s</li> <li>4. Bekynton’s North Wing &amp; Tower mid 1400’s.</li> </ol>	<ol style="list-style-type: none"> <li>1. The American Black Walnuts. (<i>see 01</i>)</li> <li>2. Forecourt lawn (tennis/croquet). (<i>see 02</i>)</li> <li>3. Bishop’s lock-up. (<i>see 03</i>)</li> <li>4. The Gatehouse etc. (<i>see 04</i>)</li> </ol>
Lamp Post	Set the Scene	<ol style="list-style-type: none"> <li>1. Presence of <b>water</b> brought people to settle here.</li> <li>2. <b>Water</b> shaped the architecture and landscape.</li> <li>3. St Andrews stream flowing down the lawn.</li> <li>4. Picture how it was in 800 years ago when there was only Jocelyn’s Palace.</li> </ol>	<ol style="list-style-type: none"> <li>1. Evidence of sporadic settlement in Wells from pre-historic times. (<i>see 00</i>)</li> <li>2. Evidence of a Roman Christian Mausoleum in the Cathedral Camery Garden</li> </ol>
Great Hall (Without)	Get group to move down to area of the Great Hall Porch	<ol style="list-style-type: none"> <li>1. Burnell’s splendid dining &amp; entertaining hall built circa 1280 it is the 3<sup>rd</sup> largest secular hall in England after Canterbury &amp; Westminster Palace.</li> <li>2. Built to reflect his position in society and to enhance Wells as an Episcopal centre.</li> </ol>	<ol style="list-style-type: none"> <li>1. Burnell; Edward I chancellor. (<i>see 05</i>)</li> <li>2. Burnell’s aspirations (<i>see 06</i>). Ceremonial Porch. (<i>see 07</i>)</li> </ol>

Location	Guides Information	Key Details	Additional Details
Great Hall (Within)	Walk group into the Hall	<ol style="list-style-type: none"> <li>1. The design is based on the Great Hall at Lincoln and built of red &amp; yellow Triassic sandstone in the Decorated Gothic style (1270-1370).</li> <li>2. In the 1820s Bp. Law began the tradition of restoration which involved the creation of a picturesque, landscaped garden.</li> <li>3. There are 5 gardeners, supported by a team of volunteers, who look after 14 acres of grounds.</li> <li>4. South lawn developed in a picturesque style/ gardenesque style from 2004</li> </ol>	<ol style="list-style-type: none"> <li>1. Explain layout of Hall. (<i>see</i> 08)</li> <li>2. Stories from the Great Hall: <ol style="list-style-type: none"> <li>a) 1331 Edward III Christmas visit. (<i>see</i> 09)</li> <li>b) 1337 Great feast. (<i>see</i> 10)</li> <li>c) 1539 Trial of Abbot Whiting. (<i>see</i> 11)</li> <li>d) 1553 Sir John Gates. (<i>see</i> 12)</li> </ol> </li> <li>3. Bp. Law's controlled demolition and raising ground levels. (<i>see</i> 13)</li> <li>4. There is evidence of a garden pre 1206.</li> </ol>
South Rampart	Mindful of mobility of group, either rampart walk or lower path. Most visitors are happy to do ramparts at their leisure after the guided walk as long as you mention the view to Palace fields, Glastonbury Tor etc.	<ol style="list-style-type: none"> <li>1. 'Ken's Walk'.</li> <li>2. Bp. Ralph of Shrewsbury's fortifications early in the mid 1300s, an assertion of authority &amp; symbol of power during a time of civil &amp; religious tension.</li> <li>3. Water was a horticultural resource, used in growing food and creating decorative gardens.</li> <li>4. Note the sluice to Chilcote Stream - to control water levels</li> <li>5. Point out view of Phelps Garden (2005)</li> </ol>	<ol style="list-style-type: none"> <li>1. Bp. Ken and his composing. (<i>see</i> 14)</li> <li>2. Licence to Crenellate. (<i>see</i> 15)</li> <li>3. South Lawn trees. (<i>see</i> 16)</li> <li>4. Dowsing survey. (<i>see</i> 17)</li> </ol>

Location	Guides Information	Key Details	Additional Details
South Rampart (Viewing Platform)		<ol style="list-style-type: none"> <li>1. The Palace Fields were part of a deer park created by Bp. Jocelyn in the early 1200's.</li> <li>2. Glastonbury Tor .</li> </ol>	<ol style="list-style-type: none"> <li>1. Deer Park &amp; Palace Fields. (<i>see</i> 18)</li> </ol>
	Lead group down far steps, around to right and through the bastion to the moat path.		
The Moat	Depending on size of group, this can be done either on the moat path or if a larger group in the area of the bridge over the cascading water steps.	<ol style="list-style-type: none"> <li>1. Created when Bp. RofS diverted St Andrews stream.</li> <li>2. The moat helps to manage the water on the site.</li> <li>3. Was used to act as a mill pool for the Bishop's mill, holding water in a big reservoir until needed to turn a waterwheel.</li> <li>4. Moat wildlife, particularly the swans.</li> </ol>	<ol style="list-style-type: none"> <li>1. Moat dimensions &amp; statistics. (<i>see</i> 19)</li> <li>2. Wildlife that live in, on, under and by the side of the moat. (<i>see</i> 20)</li> <li>3. Garden team use sluices to manage the flow of water – if they get it wrong the Palace floods.</li> </ol>
Well House (Cistern House)	Have group facing the Well House.	<ol style="list-style-type: none"> <li>1. Bp. Bekynton erected this building, known as the Well House in 1451 and made a grant to the town, guaranteeing a supply of water.</li> <li>2. Fresh water supply was crucial to the people of Wells.</li> <li>3. This part of the outer gardens is a complex landscape of pools and channels – both above and below ground.</li> <li>4. We are now standing on what is an island.</li> </ol>	<ol style="list-style-type: none"> <li>1. Explain the cistern workings. (<i>see</i> 21)</li> <li>2.. In 1460, Bp. Bekynton had the 'New Works' houses/shops built to the north side of the Market Place. (<i>see</i> 22)</li> </ol>

Location	Guides Information	Key Details	Additional Details
St Andrews Well (scotland)	Group at viewing platform	<ol style="list-style-type: none"> <li>1. Here we have the reason and purpose of why we are standing here today – why there is a Bishop's Palace – why there is a magnificent Cathedral Church and why there is a city called Wells.</li> <li>2. This pool is known as 'The Holy Well of St Andrew'.</li> <li>3. St Andrew is the dedicated saint to the Cathedral Church of Wells; he was the 'first called' to follow Jesus.</li> <li>4. Regarded in medieval and post-medieval times, as a sacred spring, but there is no evidence to support this.</li> <li>5. There is certainly an association between the presence of water and the creation of a great ecclesiastical centre.</li> <li>6. The water sources and their unceasing flow through the city would have been very important in the middle ages, both for practical and spiritual reasons.</li> </ol>	<ol style="list-style-type: none"> <li>1. The source. (<i>see 23</i>)</li> <li>2. King Ine &amp; Bp. Aldhelm. (<i>see 24</i>)</li> <li>3. Archaeological survey. (<i>see 25</i>)</li> <li>4. The well stream. (<i>see 26</i>)</li> <li>5. 'City of God'. (<i>see 27</i>)</li> </ol>
Gather group around the Water Wheel	Gather group around the Water Wheel	<ol style="list-style-type: none"> <li>1. The 'Pumping Machine' was most probably installed in the early 1870s</li> <li>2. The water taken from the Well Pool is pumped under ground and moat into the palace for the Bishop's household use.</li> </ol>	<ol style="list-style-type: none"> <li>1. History. (<i>see 28</i>)</li> <li>2. Abandonment. (<i>see 29</i>)</li> </ol>

Point	Location	Guides Information	Key Details	Additional Details
H	Well Pool	Choose the best position for the group; the favourite is at the east end to pick up the renowned view of the Cathedrals reflection in the Well Pool.	<ol style="list-style-type: none"> <li>1. This part of the site seems timeless, but can change rapidly and needs to be managed carefully.</li> <li>2. Created by Bp. Law in the 1820s &amp; 30s as part of his redevelopment of the inner and outer gardens.</li> <li>3. He enclosed three well pots within this new pond to create a pool.</li> <li>4. See how the pool perfectly mirrors the Cathedral.</li> </ol>	<ol style="list-style-type: none"> <li>1. Prior to redevelopment &amp; water management today. (<i>see</i> 30)</li> <li>2. 'Bottomless Well'. (<i>see</i> 31)</li> <li>3. Water as a control leverage. (<i>see</i> 32)</li> </ol>
H		The east end of the well pool is also a position to point out these four areas. <b>(This is the point that many guides conclude their tour, having already taken the group through the Phelps Garden)</b>	<ol style="list-style-type: none"> <li>1. The Arboretum was commissioned by Bp. Bickersteth to celebrate Queen Elizabeth II's Silver Jubilee in 1977.</li> <li>2. These allotments were established in the 1960s and 1970s - however Bp. Law (C19) now run by Wells City Council</li> <li>3. THE DRAGON'S LAIR – children's play area interpreting the legend of Bishop Jocelin and the dragon. Note there is a loo and The Hungry Dragon (refreshments available at peak times).</li> <li>4. The Quiet Garden – a place for peaceful reflection. Includes the poustinia.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arboretum has been managed since 2004 for wildlife and as a result, many of the plants &amp; flowers have increased. (<i>see</i> 33)</li> <li>2. Bp. Law was a key figure in the allotment movement. (<i>see</i> 34)</li> <li>3. Development projects. (<i>see</i> 35)</li> </ol>
		Lead group back over the Golden Weeping Willow bridge and into the inner gardens.	<ol style="list-style-type: none"> <li>1. Point out the St Andrew's Bed. There is a central cross (St Andrew's saltire) and much of the planting is native to Scotland, eg. thistle</li> <li>2. The apple store has been restored and is now home to our resident artist Edgar Phillips who designed and made 'The Wings', stained glass sculptures.</li> </ol>	

Point	Location	Guides Information	Key Details	Additional Details
I & J	Formal Gardens	Choose to position group in a central point or if you prefer, slowly walk and talk as you progress through the garden.	<ol style="list-style-type: none"> <li>1. The Formal Gardens have developed over the centuries and are still changing.</li> <li>2. When our present bishop, Bp. Peter Price, came here the gardens came to the fore. Thanks to the hard work of the staff and volunteers in the garden team we are now an RHS partner garden</li> <li>3. The dahlia bed contains dahlias named after Bishops and the design reflects the portcullis from the overlooking window.</li> <li>4. New St Andrew's Border (opposite the White Wings. The wings were made by Edgar Phillips who is our artist in residence. He was inspired to make them by the swans on the moat.)</li> <li>5. New Jocelin Border by the apple store with the Bishop Jocelin metal sculpture nearby.</li> </ol>	<ol style="list-style-type: none"> <li>1. The inner gardens have been 'dry' since Bp. Law raised the ground levels and redeveloped the landscape.</li> <li>2. Although in times of heavy downpours, water can still breakthrough in other parts of the garden.</li> <li>3. The Garden &amp; Borders. (<i>see</i> 36)</li> </ol>
		Lead group through the gardens and pass the Terrace and around to the Chapel front.	<p>Chapel South Wall – On the way around point out the following:</p> <ol style="list-style-type: none"> <li>1. Gingko Tree – thought to be 250 years old.</li> <li>2. Drainpipe hopper design.</li> <li>3. 'Low-Side' Window.</li> </ol>	<ol style="list-style-type: none"> <li>1. Drainpipe hopper design, mystical symbol for Christ Jesus. (<i>see</i> 37)</li> <li>2. 'Low-Side' window blocked up. (<i>see</i> 38)</li> </ol>



A	Lamp post	Closing the walk	<ol style="list-style-type: none"> <li>1. Thank them for joining you</li> <li>2. Suggest they take a look around the Palace themselves or join the next Palace Buildings Tour .</li> <li>3. Suggest refreshments at The Bishop's Table; Souvenirs and information about membership/events from the shop</li> <li>4. The Bishops Palace Trust (a registered charity) relies on entrance income/donations etc. to look after the site so everyone can continue to enjoy it in the future</li> </ol>	<ol style="list-style-type: none"> <li>1. Guided tours in the Cathedral Summer at 10.00, 11.00, 13.00, 14.00, 15.00 Winter at 11.00, 12.00, 14.00 No entrance fee but a voluntary donation is suggested.</li> </ol>
---	-----------	------------------	---	---