



Access Information Statement Houghton Mill, Huntingdon

Contact Information

For those wishing to contact The Caravan Club by phone, typetalk calls can be made to sites, and for members only to the Contact Centre on 01342 327490. The Caravan Club's website has been designed with mind, and includes keyboard navigation and Browsealoud texthelp. The website complies with the W3C level A guidelines.

Arrival and car parking facilities

The site is easily accessed down a narrow lane through the village of Houghton and is clearly signposted. The entrance drive also leads to a National Trust car park on the left-hand side.

The tarmac drive has no barrier and leads to a parking for new arrivals in front of a converted mobile home unit that acts as reception. There is no marked car parking area and no marked accessible parking bays. There is spacious level grassed area opposite the reception for parking of a number of cars.

The parking for new arrivals is only a few metres away from the steps leading up to reception. The reception facilities have a clear view of the arrival area and would observe anyone arriving who had specific access needs.

The site is well furnished with the standard format green and white Caravan Club signs which are generally clear with good contrast and type size. However many of the signs use all capital letters making them difficult to read for people with visual impairments.

Reception

The reception is within a specially converted mobile home raised about 500mm above the ground accessed via a flight of well defined steps with handrails of rectangular section. The steps lead directly to the entrance door, with no landing at the top, and the entrance doors open outwards over the top step. There is no ramped access to the entrance. The entrance door is 1000mm wide comprising two equal sized leaves of 500mm. They are clear glazed with signs on them to help manifest the glass. The lever handle is easy to grasp and has reasonable tonal contrast.

There is an external call bell at the side of the stepped entrance fixed at a height of 1400mm from floor level; access to this is very restricted by the positioning of potted plants and the approach surface being loose gravel.

The reception area is spacious and well lit with a counter at one level of 925mm from the floor level. The floor has a hard finish with good visual contrast. There is no hearing induction loop system at the counter to assist hearing aid users.

Pitches

All pitches are grass with none of them pre-defined as accessible. The majority of pitches are level and could be used as accessible pitches; they are available within 40m of reception, 20m of the accessible toilet facilities or 15m of the service point. The majority of pitches have electric provision. There are no roll-out access mats available at this site.

Public areas of the site

The site is a relatively small, generally level site with all the pitches on grass. A single, level compacted gravel drive runs around the site. The grassed areas have gentle slopes in some areas away from the pitches.

The areas around the service points and toilet block are hard paved with smooth, level concrete slabs or pebble surfaced tarmac/concrete all of adequate width for wheelchair users.

Toilet block

There is one toilet block, which includes a combined accessible WC and shower. Access to this facility is across reasonably level grass and then via one of two ramps that are both around 2.4m long at a gradient of about 1:10. There is no handrail to either side of each of the ramps. There is also a roughly paved footpath from the main drive, which is ramped at 1:12 and around 3.5m long, again without any handrail.

The accessible WC/shower is accessed using a RADAR key and circulation is spacious both outside and inside. Both WC and shower are for right-hand transfer. The washbasin cannot be reached from the WC. There is only one alarm cord which is adjacent to the WC; the reset button is remote from the WC and shower. There is little visual contrast to the grab rails.

The male and female toilets have separate entrances and both have steps of about 200mm with no handrails to the sides for support. In each of the facilities one shower

cubicle, one privacy cubicle and one toilet cubicle are fitted with grabrails to assist ambulant disabled people. The privacy cubicles are fitted with lever taps. In the male facilities the urinals all have privacy screens and a grabrail fitted, and one is at a lower level. The showers have 75mm recessed trays and are all provided with stools.

Other facilities

The information centre is combined with the laundry room and has a wide, outward-opening door, which has a heavy door closer; access is via a 80mm step and over a raised timber threshold. The information is arranged at various heights giving reasonable access.

Access to the laundry room is as described above. Sinks for laundry use are at one height of 900mm from floor level and have screw-top taps. There is a top-loading washer and a front-loading dryer.

The vegetable preparation and washing-up area is in a covered alcove integrated into the main toilet block and has a level threshold from the surrounding hard-paved footpath. There is a continuous worktop with integrated sinks at a single height of 920mm from floor level; there are lever taps.

There is no public telephone facility on the site.

The facilities at the purpose designed service point include rubbish bins, drinking water top-up, waste water disposal. The gullies to the water pipes and for waste water are level with the ground and present no barrier. The chemical toilet emptying point is in a room within the toilet block and has a 75mm stepped entrance and a 75mm raised timber threshold and there are no handrails to the side for support. The emptying point is raised a good 600mm from floor level therefore requiring the chemical toilet to be lifted to this height to be emptied.

Additional Information

A Fire Risk Assessment has been undertaken in line with the current regulations. Fire assembly points are clearly signed and positioned away from buildings, and a Fire Action plan is displayed at each Fire assembly point and in Reception. The policy and procedures for Fire Safety and Fire Fighting equipment are regularly monitored by wardens and Regional Managers. Customer care is a fundamental part of training for all our Wardens and Assistant Wardens. The reception for mobile phones can vary, but Site Information Leaflets provide guidance and a payphone is available.