



## **Access Information Statement Incleboro Fields**

### **Contact Information**

For those wishing to contact The Caravan Club by phone, tpe talk 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 accessibility in mind, and includes keyboard navigation and Browsealoud texthelp. The website complies with the W3C level A guidelines.

### **Arrival and car parking facilities**

Entry to the site: There is ample space in the forecourt in front of reception for several new arrivals to park their outfits prior to registration.

There is no designated visitor parking available however there is ample space adjacent to the site reception office. The surface of car parking area is smooth tarmac.

Late night arrivals are not accepted on this site; there is ample space for an outfit to perform a u-turn in the forecourt.

Parking can be adjacent to the reception and the shortest route is in the order of 15m. The route is across the very gently sloping forecourt and then via a short ramp or one of two sets of steps to concrete paving in front of reception. There are good handrails to the entrance ramp and steps.

There is an electronic entry /exit barrier after reception operated by a proximity card at an accessible height.

There is also an exit barrier at the one-way Kettle Grove exit from the site that is also operated by a proximity card at an accessible height.

### **Reception**

The reception is not particularly well signed however it is evident on entry to the site. There are separate doors to reception. Both entrance and exit doors have level thresholds with a small 10mm weather bar. Both doors have a coir weather mat internally.

The doors into and out of reception are very heavy to open. They are wide enough for easy wheelchair access and do have a good vision panel giving a clear view in and out. The handles are small, at high level and not too easy to grasp although visible.

There is a bell at reception, at the door.

The internal space is quite adequate for a wheelchair user to manoeuvre although it is a little restrictive when busy by the siting of a drinks chiller. No seat is provided.

The reception desk/counter is at one height of 920mm from the floor and there is no knee recess for close approach of wheelchairs.

Lighting is very good.

There is no hearing enhancement system.

A small amount of CC information is available and readily accessed; there is a separate Information Room.

A reasonable amount of product and produce is available for purchase.

### **Pitches**

There are 260 pitches on the site; none are permanently designated for people with disabilities. Allocation of pitches is flexible on request and subject to availability; six service pitches close to Incleboro toilet block are accessible and must be pre-booked. There are other accessible pitches close to Incleboro and Kettle Grove toilet blocks, both of which have accessible facilities.

Access to the toilet facilities from these pitches is via a sloping drive with a gradient of around 1:20. There are dropped kerbs at both toilet blocks leading to a level concrete paved footpath.

The recommended accessible pitches close to the Incleboro toilet block are level and with a reinforced grass or grass surfaces. The pitches close to Kettle Grove toilet block are grass and sloping; there are reasonably level grass pitches further away from this toilet block.

No roll-out mats are available.

The accessible service pitches at the Incleboro toilet block are 40m away from the accessible facilities; the grass pitches are at a distance of 25m or more. It is then 25m further down the 1:20 drive to get to reception.

The accessible pitches at the Kettle Grove toilet block are 40 to 60m away from the accessible facilities; it is a 0.6km drive from this toilet block out of the site exit to get to reception.

### **Public areas of the site**

The drives around the site are of tarmac and smooth with no speed bumps. The site is very hilly in places and the drive is one-way between the north and south parts of the site.

The surface of paving around the reception, facilities block and service points are of smooth concrete block or concrete.

Pedestrian routes are mainly via the drives although one footpath leading to the Holgate toilet block is very steep and inaccessible to wheelchairs.

Signage around the site is minimal but generally to CC standard with good contrast. Size can be small and there is a tendency to use all capital letters making legibility difficult.

Lighting is provided around reception, toilet block and facilities by bulkhead fittings and bollard lights.

### **Toilet blocks**

There are four toilet blocks on this site.

#### **1 Incleboro toilet block**

This is about 25m from reception. Accessible facilities are sited within this toilet block.

There is parking provision adjacent to the main toilet block and accessible facilities.

There are separate entrances to the male toilets, female toilets, baby and toddler room, laundry and accessible WC and shower. The doors are identifiable by clear contrasting logo signs. The outer doors to the male and female toilet lobbies are normally left open.

The male and female entrances have steps with no grab handles fitted. The entrance doors open inwards and are easy to open if closed; neither of them have vision panels. The doors have a 730/750mm effective clear opening.

The floors to both male and female toilets are quarry tiles with a matt or non-slip surface. There are hard strip interceptor mats at entrances.

There is good lighting provision throughout both toilet facilities.

The **male toilet facilities** have four urinals all with modesty screens and one is fitted at a lower level; none are fitted with grabrails.

There are four WC cubicles. All have inward opening doors and one has grabrails fitted. Door locks are easy to operate by people with limited manual dexterity.

A washbasin with lever taps is mounted at 850mm from floor level; no grab rails are fitted. Soap dispenser at 1300mm from the floor, hand dryer at 1050mm from the floor and a hair dryer at 1300mm from the floor.

Seven privacy cubicles have wash basins at 830mm from the floor; none have grab rails fitted. All are fitted with small lever taps.

Three shower cubicles have inward opening doors and one has grab rails fitted. All showers have a recessed shower tray 50mm deep. The shower controls are at 1300 mm from the shower floor level; the shower heads are fixed except for the unit with grabrails which is adjustable.

The **female toilet facilities** have seven WC cubicles. All have inward opening doors and one has grabrails fitted. Door locks are easy to operate by people with limited manual dexterity. Two washbasins with lever taps are mounted at 850mm from floor level; no grab rails are fitted. Soap dispenser at 1350mm from the floor, hand dryer at 1050mm from the floor and a hair dryer at 1300mm from the floor. Four privacy cubicles have wash basins at 830mm from the floor; none have grab rails fitted. All are fitted with small lever taps.

Four shower cubicles have inward opening doors and one has grab rails fitted. All showers have a recessed shower tray 50mm deep. The shower controls are at 1300 mm from the shower floor level; the shower heads are fixed except for the unit with grabrails which is adjustable.

There is one **combined accessible WC and shower** within the main toilet block having its own access. The unit is well signed with clear mobility sign on the door. The unit has a dead lock at an accessible height. Access is via a wide external ramp at 1:12 and 1800mm long leading to an ample landing. The door is easy to open outwards. The clear opening width of the entrance door is 900mm. There is good visual contrast to the door furniture and a lever lock operated from the inside with an external emergency release. There is good space within the unit for circulation in a wheelchair. The WC is for left hand transfer.

The shower has a level floor. There is no drop-down seat however a shower chair provided. The shower controls are clear and easily accessed and the shower has an adjustable height head. Grab rails throughout are white and not readily visible.

The mirror is fixed over the washbasin which is remote from the WC; this means that other facilities are not located in accordance with current design guidance and are out of reach by someone seated on the WC. These shortcomings in detail may affect the use of the accessible facilities by a person with mobility impairments.

There is one emergency alarm call chord adjacent to the WC and one adjacent to the shower. The reset button is accessible from the WC but not from the shower. Lighting is good.

## **2 Holgate toilet block**

This is about 0.45km from reception along the access drive. There are no accessible facilities in this toilet block.

There is parking provision adjacent to the main toilet block in the drive that slopes at 1:13.

There are separate entrances to the male and female toilets. The doors are identifiable by clear contrasting logo signs.

The male and female entrances have steps with no grab handles fitted. The entrance doors open inwards and are easy to open; neither of them have vision panels. The doors have a 790/800mm effective clear opening.

The floors to both male and female toilets are ceramic tiles with a matt or non-slip surface. There are coir interceptor mats at entrances.

There is good lighting provision throughout both toilet facilities.

The **male toilets** have four urinals without modesty screens and one is fitted at a lower level; none are fitted with grabrails. There are five WC cubicles. All have inward opening doors and one has grabrails fitted. Door locks are easy to operate by people with limited manual dexterity.

Two washbasins with lever taps are mounted at 850mm from floor level; no grab rails are fitted. Soap dispenser at 1200mm from the floor, hand dryer at 1200mm from the floor and a hair dryer at 1200mm from the floor.

Six privacy cubicles have wash basins at 840mm from the floor; none have grab rails fitted. All are fitted with small lever taps.

Three shower cubicles have inward opening doors and one has grab rails fitted. All showers have a recessed shower tray 75mm deep. The shower controls are at 1300 mm from the shower floor level; the shower heads are fixed except for the unit with grabrails which is adjustable.

The **female toilet facilities** have four WC cubicles. All have inward opening doors and one has grabrails fitted. Door locks are easy to operate by people with limited manual dexterity.

Two washbasins with lever taps are mounted at 850mm from floor level; no grab rails are fitted. Soap dispenser at 1350mm from the floor, hand dryer at 1050mm from the floor and a hair dryer at 1300mm from the floor.

Six privacy cubicles have wash basins at 830mm from the floor; none have grab rails fitted. All are fitted with small lever taps.

Three shower cubicles have inward opening doors and one has grab rails fitted. All showers have a recessed shower tray 50mm deep. The shower controls are at 1300 mm from the shower floor level; the shower heads are fixed except for the unit with grabrails which is adjustable.

### **3 Fair Lady toilet block**

This is about 1km from reception and 0.6km from the site exit. No accessible facilities are sited within this toilet block.

There is parking provision on the level drive adjacent to the toilet block.

There are separate entrances to the male and female toilets. The doors are identifiable by clear contrasting logo signs. The male and female entrances have steps with no grab handles fitted. The entrance doors open inwards and are easy to open if closed; neither of them have vision panels. The doors have a 770/780mm effective clear opening.

The floors to both male and female toilets are ceramic tiles with a matt or non-slip surface. There are coir weather mats at entrances.

There is good lighting provision throughout both toilet facilities.

The **male toilet facilities** have four urinals without modesty screens and one is fitted at a lower level; none are fitted with grabrails. There are five WC cubicles. All have inward opening doors and one has grabrails fitted. Door locks are easy to operate by people with limited manual dexterity.

Two washbasins with lever taps are mounted at 850mm from floor level; no grab rails are fitted. Soap dispenser at 1200mm from the floor, hand dryer at 1200mm from the floor and a hair dryer at 1200mm from the floor.

Six privacy cubicles have wash basins at 860mm from the floor; none have grab rails fitted. All are fitted with small lever taps.

Three shower cubicles have inward opening doors and one has grab rails fitted. All showers have a recessed shower tray 100mm deep. The shower controls are at 1300 mm from the shower floor level; the shower heads are fixed except for the unit with grabrails which is adjustable.

The **female toilet facilities** have six WC cubicles. All have inward opening doors and one has grabrails fitted. Door locks are easy to operate by people with limited manual dexterity.

Two washbasins with lever taps are mounted at 850mm from floor level; no grab rails are fitted. Soap dispenser at 1200mm from the floor, hand dryer at 1400mm from the floor and a hair dryer at 1400mm from the floor.

Six privacy cubicles have wash basins at 860mm from the floor; none have grab rails fitted. All are fitted with small lever taps.

Three shower cubicles have inward opening doors and one has grab rails fitted. All showers have a recessed shower tray 90mm deep. The shower controls are at 1300 mm from the shower floor level; the shower heads are fixed except for the unit with grabrails which is adjustable.

#### **4 Kettle Grove toilet block**

This is about 1.25km from reception via the drive and close to the site exit which is 0.4km from reception on the one-way road. Accessible facilities are sited within this toilet block.

There is parking provision on the adjacent drive to the main toilet block and accessible facilities.

There are separate entrances to the male toilets, female toilets, baby and toddler room and accessible WC and shower. The doors are identifiable by clear contrasting logo signs.

The male and female entrances have steps with no grab handles fitted. The entrance doors open inwards and are easy to open if closed; neither of them have vision panels. The doors have a 740/750mm effective clear opening.

The floors to both male and female toilets are quarry tiles with a matt or non-slip surface. There are hard strip interceptor mats at entrances.

There is good lighting provision throughout both toilet facilities.

The **male toilet facilities** have four urinals all with modesty screens and one is fitted at a lower level; none are fitted with grabrails.

There are five WC cubicles. All have inward opening doors and one has grabrails fitted. Door locks are easy to operate by people with limited manual dexterity.

Two washbasins with lever taps are mounted at 850mm from floor level; no grab rails are fitted. Soap dispenser at 1050mm from the floor, hand dryer at 1150mm from the floor and a hair dryer at 1500mm from the floor.

Six privacy cubicles have washbasins at 860mm from the floor; none have grab rails fitted. All are fitted with small lever taps.



Four shower cubicles have inward opening doors and one has grab rails fitted. All showers have a recessed shower tray 100mm deep. The shower controls are at 1300 mm from the shower floor level; the shower heads are fixed except for the unit with grabrails which is adjustable.

The **female toilet facilities** have seven WC cubicles. All have inward opening doors and one has grabrails fitted. Door locks are easy to operate by people with limited manual dexterity.

Two washbasins with lever taps are mounted at 850mm from floor level; no grab rails are fitted. Soap dispenser at 1350mm from the floor, hand dryer at 1050mm from the floor and a hair dryer at 1300mm from the floor.

Six privacy cubicles have wash basins at 830mm from the floor; none have grab rails fitted. All are fitted with small lever taps.

Four shower cubicles have inward opening doors and one has grab rails fitted. All showers have a recessed shower tray 100mm deep. The shower controls are at 1300 mm from the shower floor level; the shower heads are fixed except for the unit with grabrails which is adjustable.

There is one **combined accessible WC and shower** within this toilet block with its own access. The unit is well signed with clear mobility sign on the door. The unit has a dead lock at an accessible height. Access is via a dropped kerb onto the level concrete slab paving around the block.

The door open outwards and is very heavy. The clear opening width of the entrance door is 900mm. There is good visual contrast to the door furniture and a lever lock operated from the inside with an external emergency release. There is good space within the unit for circulation in a wheelchair. The WC is for left hand transfer.

The shower has a level floor. There is no drop-down seat however a shower chair provided. The shower controls are clear and easily accessed and the shower has an adjustable height head.

Grab rails throughout are white and not readily visible.

The washbasin is remote from the WC; this means that other facilities are not located in accordance with current design guidance and are out of reach by

someone seated on the WC. These shortcomings in detail may affect the use of the accessible facilities by a person with mobility impairments.

There is one emergency alarm call chord adjacent to the WC and one adjacent to the shower. The reset button is accessible from the WC but not from the shower.

Lighting is good.

### **Other facilities**

The information room and a telephone are close to reception. There is a second telephone adjoining the Fair Lady toilet block.

There are two laundries in each of the Incleborough and Fair Lady toilet blocks. There is a baby and toddler room in the Incleborough and the Kettle Grove toilet blocks.

There are four washing up and vegetable preparation areas located at each of the four toilet blocks.

Five service points are distributed around the site together service facilities adjacent to the toilet blocks.

There are two motor home emptying points, one in each of the two large sectors of the site.

Access to the other facilities: Parking is available adjacent to the toilet blocks and in the reception forecourt. Pedestrian routes and access is as described for the toilet block or reception above.

**Vegetable preparation and washing-up areas** all are open to the air at the end of toilet blocks. All areas have a step up to them without grab handles and are not accessible by people using wheelchairs. Sinks are all at around 860mm from the floor and have screw-top taps.

**Laundries** have an effective clear door opening widths of 800 and 780mm; the access to the Incleborough laundry is level, access to the Fair Lady laundry has a 120mm step without grab handles. The internal space to both is accessible. Sinks all at 870mm from the floor with screw-top taps. Each laundry has a top-loading washing machine coin operated with slots at 1100mm from floor level. Each

laundry has a front-loading tumble dryer machine coin operated with slots at 1100mm from floor level. Each laundry has a top-loading spin dryer 720mm high. Ironing boards in each room are freestanding and iron and coin slot at 1500mm from floor level.

### **Baby and Toddler Rooms**

At the **Incleborough toilet block**, the room has a 180mm step with no grab handles; the door has a 750mm ECW. There is no special accessible provision; the room houses a small bath, stool, wash basin, waste bin, low WC and baby change bench.

At the **Kettle Grove toilet block**, the room has a level threshold; the door has a 750mm ECW; there is no special accessible provision however there is ample room for wheelchair circulation; the room houses a small bath, stool, bench, wash basin, waste bin, low WC and baby change bench.

### **Services**

Drinking water and waste water disposal is available at five service points and the toilet blocks; gullies are flush with the ground. The lip to the chemical closet emptying points are all 600mm from the floor making emptying difficult for people with mobility impairments. Motor home emptying points are available in each of the two main sectors of the site.

### **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.