

Access Information Statement

Ferry Meadows

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, tpeetalk calls can be made to sites, and for members only to the Contact Centre on 01342 327490. The Caravan and Motorhome 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

The site is easily accessed down a wide tarmac road that also leads to Nene Country Park. Although the Caravan Club site is divided by this road, directions are very clear for new arrivals to enter the west side of the site to register; this is on the left-hand side of the approach road. The entry drive to the west side of the site has visitor's parking in two locations for a total of 10 cars but no designated and marked accessible parking bay. The forecourt is of a generous size and therefore accessible parking is relatively easy. There is no defined parking area on the east side of the site however the forecourt is again of generous proportions and accessible parking would be easy.

There are key-operated electronic entry and exit barriers to both the west side and east side of the site; the key operation needs precise operation and could be difficult for some people with limited manual dexterity or limited reach from a vehicle.

Reception

Reception facilities are located near the west side site entrance and before the electronic barrier. Access is over the smooth tarmac drive and via a short but steep dropped kerb to smooth concrete slabs.

The main reception door has a step and there is a slightly raised exterior mat that could be a trip hazard. There is a secondary entrance up a shallow ramp and across a level threshold into reception; however this is not signposted as an accessible entrance and it is generally only opened on specific request. There is a doorbell mounted at 1700mm from floor level to the side of the main entrance door however this is not easily reached nor is it readily visible. The reception area is spacious and well lit. The counter is all at 900mm from floor level and has good visual contrast. There is no hearing induction loop system to assist hearing aid users nor is there any seating available.

Pitches

There are no designated accessible pitches although there are many pitches suitable for people with disabilities dependent upon their individual requirements. The pitches are hard-standing of crushed stone chippings on the west side and grass pitches on the east side. There are no roll-out access mats available at this site. On the west side the hard-standing pitches are available at 15m from reception, and adjacent to service points or the toilet block that contains the accessible WC/shower and other accessible facilities.

On the east side grass pitches can be close to a service point or the toilet block although this only has facilities for ambulant disabled people.

Public areas of the site

Both west and east side sites are generally quite level and the main pedestrian circulation routes through the site share the vehicle roadways which have a firm, well maintained tarmac surface. There is a level concrete footpath leading to the rear of the toilet block on the west side site.

Areas around the facilities are well paved and level; some of the dropped kerbs are short but steep; the gradients of ramps to the accessible facilities are gentle.

Toilet blocks

There is a toilet block on each side of the site and both have ample space for parking outside. The west side block houses the accessible WC/shower and has an accessible laundry and washing-up/vegetable preparation area. The accessible WC/shower room is accessed using a RADAR key and it is well equipped with a left-hand transfer WC and shower seat. There are only two fixed grabrails to the shower. There is only one alarm cord, which is adjacent to the WC; the cord does not reach close to the floor and the alarm rest button is remote from the WC and the shower. There is a red pull cord to a fan heater which could cause confusion in the event of an emergency.

Male and female toilets in both toilet blocks have separate entrances. The male entrance in the west side toilet block has a step of 120mm with no handrails at the side for support; the female threshold is level. The male and female entrances in the east side toilet block each have a threshold step of 75mm with no handrails to the side for support.

Male and female facilities in both west side and east side toilet blocks have privacy cubicles, wash basins, showers and toilet cubicles fitted with grabrails. The male toilets each have urinals with grab rails and a urinal fitted at lower level; only the west side site has privacy screens fitted to urinals.

Other facilities

There is an information room on each side of the site. The east side information room is large and readily accessible with a wide door and level threshold. Information is generally displayed at a high level and would be difficult to reach from a wheelchair.

The west side information room is small and is accessed via a rather steep dropped kerb and a short steep ramp to the door; the shelves in this room are all at high level and would be difficult to access from a wheelchair. A laundry room is available on each side of the site and they both have a level threshold with good wide access doors. Sinks are all at 900mm from floor level and have screw-top taps. Washers are top-loading and dryers are front-loading; both have coin slots on the top which could be difficult to reach from a wheelchair.

There is a washing-up and dishwashing area on each side of the site located at the end of the toilet blocks: both are open fronted with direct access. The east side facility has a level, wide approach however there is 100mm step at the line of the sinks making them difficult to access for a wheelchair user. The west side is approached via a short steep dropped kerb and then a 1800mm ramp at 1:12 which has good landings and a handrail; the sinks are all at 900mm from floor level.

There is a baby and toddler room on the east side site accessed using a coded digital lock, however there are no specific accessible fixtures and fittings in this room.

There is a telephone kiosk on each side of the site. The east side kiosk is of reasonable size and readily accessed although the telephone is mounted at a high level. The west side kiosk is accessed via a rather steep dropped kerb, is quite small and has a stepped threshold making it difficult to enter.

There are ample purpose designed service points around both sides of the site and these facilities include rubbish bins, drinking water top-up, waste water disposal and chemical toilet emptying point. The gullies to the water pipes and for waste water are level with the ground and present no barrier. The chemical toilet emptying points are all raised a good 600mm from floor level therefore requiring the chemical toilet to be lifted to this height to be emptied.

There is a well-equipped children's play area on each side of the site and both have easy level access; the west side has a well paved level footpath with security gate and fence, the east side is accessed over a level grassed area.