

## Access Statement

### Troutbeck Head

#### Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, typetalk 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 approached by a tarmac surfaced two-way drive that opens out to the parking areas before reception. There is a single pole barrier at the entrance that has 2 proximity sensitive fob systems at 1100mm and 1550mm height. The exit barrier is automatic.

Visitor parking is on a level tarmac area 30m from reception. There are marked spaces for 14 visitors including a designated disabled parking bay and a designated motorcycle parking bay. There are an additional 9 temporary parking bays 20m from reception which turn into Late Night Arrival bays after 20:00. To the opposite side of the entrance there is a tarmac surface area which provides parallel parking for 8 LNA.

Lighting is from bulkhead light on the reception building, and bollard lighting adjoining the late arrivals area.

#### Reception

From the dropped kerb at the road edge, reception is accessed by way of a level, blocked paved footpath, 1900mm wide, leading to a 1200mm wide ramp, 3m in length, with a 1200mm by 2500mm level platform adjoining the entrance, and a guardrail along the outer edge. The inward-opening door does have a 30mm lip but gives a clear access of 800mm opening width, the glass fronted reception gives clear visibility from 100mm to 1900mm in height. There is a clearly identified lever handle at 1020mm height. The call bell for attention is on the wall adjacent to the door frame at 1560mm height.

Internally, the space is restricted with a turning circle of 1280mm for wheelchair users. The counter is at 870mm height, with no hearing enhancement system. The floor is non slip lino with a non slip rug at the entrance and there is good visual contrast. Lighting is provided by ceiling fluorescent fittings.

#### Pitches

There are 14 identified accessible pitches in total, seven that are fully serviced, and within close proximity to the toilet facilities block "A" and are within 45m minimum and 80m maximum. Toilet block "A" **does not** have a designated Disabled WC/shower room. Within the block there is a designated laundry room, veg prep area, Chemical emptying room, Baby and Toddler room and a drying room. Part of the route from these seven serviced pitches has a gradient of 1:15 maximum. These pitches are also minimum 40m and maximum 80m from reception. There are a further seven pitches, two of which are in between the two toilet blocks, and five of which are close to the other toilet block "B" but further away from reception. There are ten other potentially accessible pitches, not quite so convenient, but close to toilet block "B".

Each of these pitches has level loose stone chippings surface, with no roll-out mat available.

The two accessible pitches between the toilet blocks are 45m minimum and 50m maximum from the toilet block, and approximately 85m from reception. The access routes are mainly level, with a maximum gradient of approximately 1:18 for a short stretch.

The seven accessible pitches near toilet block “B” are a minimum of 15m and a maximum 30m from the toilet block and minimum 140m and maximum 200m from reception. The routes are all on even tarmac road surface with a sloped section of maximum gradient 1:15, with level block-paved footpaths in front of the toilet block and two dropped kerbs either side of the entrance doors.

There is lighting from lamps adjacent to pitches, and bulkhead lighting to the buildings.

### **Public areas of the Site**

The site is in a rural location, and is gently sloping, but with sizeable areas of level surface. All the pitches are level. The even tarmac-surfaced roads are joint vehicular and pedestrian use. They are up to approximately 5m wide, with block-paved paths in front of the two toilet blocks and reception.

There is some lighting amongst the pitches, but no wayfinding signage, except on the outside buildings.

### **Toilet Blocks**

There are two toilet blocks, “A” & “B”. “A” block is approximately 40m from reception and “B” block is approximately 150m from reception. Both blocks have identical Male and Female toilets but do have different additional amenities held within the buildings.

“A” block contains a Baby and Toddler room, laundry room, veg prep room, Chemical Emptying Point room and a drying room.

“B” block contains a Baby and Toddler room, a family room, veg prep room, drying room, Chemical Emptying room and a designated disabled WC/Shower room.

Each block is on a reasonably level ground, but with two short ramped sections either side of the main entrance, maximum gradient is 1:15. Both blocks, the drying rooms, veg prep rooms and CEP’s are housed on the outsides of the buildings. All the other facilities are accessed through one main door, which is outward-opening at the front of the buildings, the rooms inside, then all have separate entrances. Handle height of the main door is 1120mm with an open width of 740mm.

The combined female WC’s/showers, with level access have 5 WC cubicles, one of which has grab rails suitable for ambulant disabled people and has an outward opening door with a handle height of 1120mm. There is an open area wash basin with a lever tap. There are 3 privacy cubicles, one of which has a grab rail suitable for ambulant disabled users and has an outward opening door with a handle height of 1120mm. All privacy cubicles have lever taps. There are 5 shower cubicles, one of which has grab rails suitable for the ambulant disabled users with an outward opening door with a handle height of 1120mm, also a drop down shower head from 1400mm height to 1900mm height. All cubicles have solid doors and have easy to use sliding bolts. The showers have curtains in between wet and dry areas with a fixed bench seat in four of the shower cubicles including the ambulant disabled shower.

The combined male WC’s/showers, with level access have 3 urinals, one of which is lowered and has grab rails adjoining. There are four WC cubicles, one of which has grab rails, an outward opening door adapted for ambulant disabled users with handle height of 1120mm. There is an open area wash basin with a lever tap. There are four privacy cubicles, one of which has a grab rail suitable for

ambulant disabled users and also has an outward opening door with a handle height of 1120mm. All privacy cubicles have lever taps. There are 5 shower cubicles, one of which has grab rails suitable for the ambulant disabled users with an outward opening door with a door height of 1120mm, also a drop down shower head from 1400mm height to 1900mm height. All cubicles have solid doors and have easy to use sliding bolts. The showers have curtains in between wet and dry areas with a fixed bench seat in four of the shower cubicles including the ambulant disabled shower.

There is car parking outside both toilet blocks with lowered kerbs at either side of the main entrance with a maximum gradient of 1:15.

Both "A" and "B" block have a identical Baby and Toddler rooms, with level access from the internal lobby of the toilet blocks with a door opening inwardly with 740mm clear opening width and vertical visually contrasting handles at 1120 height and a button code lock at 1650mm height. There is a tiled floor with good visual contrast and ceiling lights. Circulation space is limited with a maximum of 1200mm between the door and the bath when door is closed. The rooms have a standard WC at 430mm height, wash basin with lever taps, a short bath with twist grip taps and a drop down changing unit at 1170mm height.

"B" block has a large family room containing a small bath with manual shower which has twist taps, a full sized shower measuring 1130mm x 1100mm with a movable shower head from 1400mm to 1900mm, this shower has a lever tap. There is a clear turning circle of 1160mm. Both hand dryer and hair dryer are at a height of 900mm, there is a drop down baby changer at a height of 1000mm and a toilet height of 430mm, there is a wash basin with a lever tap. The door is inwardly opening with an open width of 740mm and a handle height of 1120mm with a button code lock at a height of 1650mm.

"B" block contains the designated disabled WC/Shower room and has an outwardly opening door with an open width of 840mm, there are visually clear contrast of handle with a height of 1120mm and a grab handle inside at 900mm height. The room is access by a Radar key and can be obtained from reception if needed. There is a clear turning circle of 1160mm when the door is closed. The toilet is a height of 490mm with a fixed horizontal grab rail to the left when seated and a hinged rail to the right when seated. The sink has a lever tap and can be reached from the toilet which is 250mm away. The hand dryer cannot be reached from the toilet but is at a height of 900mm along with the hair dryer. The shower itself is 1130mm x 1100mm with a movable shower head from 1400mm to 1900mm. There is a drop down fixed seat in the shower with 2 hinged grab rails and a separate seat designed to assist the disabled. There is a small vanity shelf at a height of 1050mm and there are 2 pull cord alarms, 1 next to the toilet and 1 in the shower area.

"A" block has a large laundry room inside the main building with an inwardly opening door with an open width of 850mm with visually contrasting handles at a height of 1700mm, the door has clear visibility at a height of 960mm. Inside the laundry there are 5 sinks at a height of 860mm and depth to lever taps is 540mm. There is a turning circle of 1780mm where the 2 front loading washers stand and a turning circle of 1330mm where the 2 front loading dryers stand.

The veg prep areas are located at the side of the toilet blocks, with level footpath access and have a separate entrance with outwardly opening doors giving 740mm clear opening width; it has a visually contrasting handles at 1200mm height. Space inside is restricted to 1140 turning circle. There is clear visibility through windows and door at 1000mm height. There are 4 standard sinks at a height of 850mm with lever taps at a distance of 540 from the edge of the units.

Both blocks have identical drying rooms with level access on the outside of the buildings with their own entrance with outwardly opening doors giving 700mm clear opening width, visually contrasting handles at a height of 1100mm high with push button coded entry at 1650mm height, space inside is restricted with a maximum turning circle of 1000mm. Hanging racks have rails at 1600mm height, and there is a slatted bench seat at 440mm height. There is reasonable visual contrast and ceiling lighting.

The information centre and recreation room share a separate building, with door access at each end, one with a short ramped path at 1:15 gradient and the other on a level footpath route. The inward-opening doors have 750mm clear opening width, with a visually contrasting lever handle at 1000mm height. Internally there is good circulation space and ceiling lighting.

### **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.