

## **Access Information Statement**

### **Cambridge Cherry Hinton**

#### **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 accessed off a narrow lane with limited visibility, it is well signposted. There are two electronic entry barriers. One is for new arrivals and is operated by the warden after registration; the barrier is about 20m from the reception building. The second is for registered visitors to enter the site and is operated by swipe card. There is one exit barrier operated by swipe card. All new arrivals pull onto the level tarmac entrance drive about 20m from reception. Visitor parking is on an open area of crushed stone chippings about 75m from reception. There is no designated accessible parking provision.

#### **Reception**

Access to reception is up a short shallow concrete ramp. The entrance door achieves a restricted 700mm clear opening width and is rather heavy to open. There is good circulation space near the reception desk which is set at 900mm above floor level with no low level position. The reception does not have a hearing induction loop system to assist hearing aid users.

#### **Pitches**

There are no designated accessible pitches although certain pitches can be reserved for people with disabilities dependent upon the requirements of the individual. Manoeuvring around the site with a caravan to view potential pitches is difficult and new arrivals are advised to 'walk' the site and choose a pitch before moving on to the selected location. This would be difficult for people with limited mobility or in a wheelchair, particularly as there are steep slopes on the access drives. All pitches are level and the majority are hard-standing of crushed stone chippings; there are a limited number of grass pitches. There are no pitches close to reception and the route from the closest pitches (4,5,6 and 13), is approximately 80m via the steeply sloping tarmac drive. Suitable accessible pitches are adjacent to the toilet block, which also houses other facilities, or one of the three service points. There are no roll-out access mats available at this site.

#### **Circulation around the site**

The site is on a series of level terraces linked by tarmac drives that are laid to a variety of gradients, some quite steep. Main access roads around the site are shared by vehicles and pedestrians. Access roads have a firm, well maintained tarmac surface. There are no speed

bumps throughout the site. Gradients around the site can be steep at up to 1:12. Some of the pathways are particularly steep with gradients noted at up to 1:6.

### **Toilet block**

There is one toilet block which also houses other facilities. The toilet block has space for parking if required. Access is via dropped kerbs to the surrounding concrete slab paving.

**Male and female facilities** have separate entrances with a 225mm step up into them with no handrails to the side for assistance. The doors are of adequate width and held open for access. In each of the facilities one shower cubicle, privacy cubicle and toilet cubicle are fitted with grab rails to assist ambulant disabled people. The privacy cubicles are fitted with lever taps. In the male facilities the urinals all have privacy screens and one has grab rails fitted. The showers have 75mm recessed trays and are all provided with stools.

There is a wheelchair **accessible combined WC and shower** in a separate room to the front of the toilet block with a good ramped access. The room is opened with a dead-lock key available from reception. The washbasin is not within reach of the WC and the location of the sanitary bin makes transfer from chair to WC difficult. There is only one alarm cord, by the WC, and the reset button is remotely sited. There is little visual contrast to the grab rails.

### **Other facilities**

The **laundry room** has a 150mm stepped access, however the door width and internal space is good. The sinks are at one level, 900mm above finished floor level. Sinks are fitted with non-lever taps. There is a front-loading dryer and a top-loading washer both with coin slots on the top.

The **dishwashing area** is in an open recessed area at the end of the toilet block. There is a 150mm step up to the facilities and the sinks are all at a height of 900mm from floor level and fitted with thumb turn taps.

**Service points** are provided at intervals around the site. Facilities include rubbish bins, drinking water top-up, waste water disposal and chemical toilet emptying point; these are also available at the toilet block. The gullies are level with the ground and present no barrier. Chemical toilet emptying points are all raised a good 600mm above floor level therefore requiring the chemical toilet to be lifted to this height to be emptied. There is a 225mm step up into the chemical toilet emptying point in the toilet block and no handrails at the side for assistance.

The **information room** is located adjacent to the entrance to the site. It is housed in a stand-alone shed, which has a raised threshold making it difficult for a wheelchair user to enter and also creating a trip hazard. There is one pair of doors each leaf giving a clear opening width of 710mm. Most of the information is displayed above 900mm from floor level making it difficult to access for a wheelchair user.

The **telephone** is immediately adjacent to the information room and it is housed in a small standard BT kiosk with bi-folding doors that only have a clear opening width of 660mm; the telephone is virtually inaccessible to someone in a wheelchair as the kiosk is very small and the handset is mounted above the height of 1100mm from floor level.