

Access Statement

Countryside Mobility South West Hire Scheme



Tramper



Wheelyboat

General Information

Countryside Mobility provides easy access to the South West's countryside attractions for anyone who has difficulty walking, through a 'Tramper' all-terrain mobility scooter and wheelchair accessible 'Wheelyboat' hire scheme. The equipment provides access for anyone with a permanent or temporary mobility problem to outdoor attractions across the region. Partner sites include National Trust properties, RSPB nature reserves, Country Parks, lakes and inland waterways.

Equipment available

Trampers can be used by anyone over the age of 14. The maximum weight limit is 25 stone (158 kilos). Trampers are limited to a maximum speed of 4mph.

Wheelyboats can take up to 5 wheelchair passengers who can access the boat via the drop down front ramp. Boats can be hired on a self drive basis or with an instructor provided.

Emergency Actions

Before equipment is placed at a site, a Risk Assessment is carried out to ensure public safety. All potential Tramper routes on sites are assessed for safety and tested with a Tramper. Because of steep slopes, steps, very uneven ground or other hazards, not all routes become available to Trampers.

All sites provide Tramper users with a map of the site and will explain the routes available at the point of hire. Unsuitable are either signed or advised by site staff.

All sites provide equipment users with training and instruction on how to use the equipment safely. Tramper users must carry a mobile phone when using the equipment and are provided with a telephone number of site staff to call in the event of a problem. At sites where there is poor mobile phone signal, Tramper users must be accompanied by a companion who is able to summon help.

Each site has a recovery procedure in place to ensure Tramper users can be assisted back to the start point in the event of a breakdown or other problem. The procedures vary and include the provision of an alternative Tramper, manual wheelchair or other vehicle.

Mobility Access

Before any equipment is placed at a site a Disability Access Audit is carried out to make sure the site meets minimum accessibility standards. Audits are carried out by trained Access Auditors with first hand experience of mobility impairment. Audits look at site facilities including car parks, toilets, cafes and overall accessibility for visitors. All sites are provided with a report explaining how they can make the site more accessible.

Car Parks

The majority of sites have designated accessible parking bays on a firm, level surface that are correctly marked on the ground and signed from the entrance. At some smaller sites this is not always possible. If parking is not available directly at the point of hire staff will be happy to bring the Tramper to a visitor's vehicle. If visitors require assistance on arrival at any site please advise staff at the time of booking.

Buildings

All buildings open to visitors at our partner sites are assessed as part of the access audit process including cafes/restaurants, visitor centres and shops to ensure they are wheelchair accessible as a

minimum. Sites are advised that cafes and restaurants should have clear access for wheelchairs between tables and that a variety of seating options should be available. Due to the size of Trampers and limited turning space, not all buildings can be accessed with a Trampler. Site staff will advise visitors at the point of hire if this is the case.

Public Toilets

Toilets are assessed at our partner sites to ensure they meet the minimum standards, including a minimum door width of 900mm and adequate space alongside the toilet to allow transfer from wheelchairs. Toilets should include a working full accessible alarm cord, hand rails, and accessible sink fixtures and door locks, all installed at no more than 1000mm height. We encourage good lighting and contrasting colours to assist people with visual impairments. Unfortunately, due to the historic status of some sites, toilets do not always meet the current standards. At some smaller sites a fully accessible toilet is not always available and in this instance site staff will advise of the nearest public facility.

Information Boards, Leaflets and Maps

As part of the access audit process we look at all signage, literature and information boards on sites to ensure they are accessible to people with visual impairments. We advise that text should be in Arial font and a minimum of size of 14 for printed materials and that information should be written in plain English. We assess the location and height of information boards and advise on where future improvements can be made. We also advise that site signage should use contrasting colours for example white on dark blue.

For more information please visit www.countrysidemobility.org or contact: Countryside Mobility on 01392 459222 or email info@countrysidemobility.org

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