

# Access Statement – Countryside Mobility



## 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 hire scheme.

The Tramper provides access for anyone with a permanent or temporary mobility limitation 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.

## 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, and the fact that most hiring a Tramper will have limited experience, 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.

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.

## **MOBILITY ACCESS**

Before any equipment is placed at a site an Audit is carried out to make sure the site meets minimum accessibility standards in relation to mobility. Audits are carried out by trained Access Auditors with first hand experience of mobility impairment. As well as looking at the potential routes used by a Tramper, 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 but we cannot take responsibility for the implementation of the recommendations made.

### **Accessibility Guides**

As we cover a large number of partner attractions, it is not feasible for us to present detailed information on the accessibility of each location. We encourage partner sites to present this information on their website, ideally making use of the Accessibility Guide format developed by VisitEngland. See: [www.accessibilityguides.org](http://www.accessibilityguides.org)

### **Car Parks**

The majority of sites have some form of designated accessible parking bays, ideally on a firm, level surface that is 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, there is usually a drop off available or arrangements can be made for staff to bring the Tramper to the 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 audit process 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, most buildings cannot be accessed with the Trampler and are exclusively for enjoying the outside environment. Site staff will advise at the hire point if this is the case. At some larger attractions, wheelchairs are available for visitors to borrow for accessing indoor areas.

## **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 audit process we also look at signage, literature and information boards on sites to encourage sites to be 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](http://www.countrysidemobility.org) or contact: Countryside Mobility on 01392 459222 or email [info@countrysidemobility.org](mailto:info@countrysidemobility.org)

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