

CROOME ACCESS STATEMENT

National Trust Visitor Centre, Croome, Croome D'Abitot, Nr High Green, Worcs. WR8 9DW.
Tel: 01905 371006 - Email:croome@nationaltrust.org.uk

Introduction

1. Croome is a large estate comprising of ex-RAF buildings and Croome Court an 18th century house. The property covers approximately 730 acres and is in part on a hillside. There are significant expanses of water.
2. Mobile phone reception is acceptable across the property. Please contact the Duty Manager on 07920751589 in an emergency.
3. Assistance dogs are made very welcome; the estate has a dog friendly policy to all well-controlled dogs. There are extensive areas that dogs can be 'off the lead' but must be controlled near livestock. Information is provided at the Visitor Centre reception outlining these areas clearly. Dog waste bags are provided and bins are located across the parkland. Dogs are not permitted in the Visitor Centre restaurant or the mansion house itself.
4. The estate is large and a shuttle bus service is provided regularly between the Visitor Centre and Croome Court.
5. The court is built on a number of floors with uneven steps and heights particularly in the basement. Where possible, within the constraints of the building, suitable ramps, handrails and balustrades are provided. A cloakroom is available in the entrance of the house.
6. A mobility scooter (Tramper) appropriate for the terrain is available for visitors with limited mobility. This may be booked and can be used after appropriate training is given by approved staff and suitable disclaimer documentation signed by the visitor.

Arrival & Parking Facilities

1. The site is clearly marked from the nearby A38 and B4048 and all local main roads with the historic buildings brown tourist signage.
2. Eight designated disabled spaces are available within the car park located approximately 20m from Visitor Centre reception.
3. The main car park has hard surface with mixture of gravel and tarmac. There is grass parking in the overflow carpark.
4. Surfacing of disabled car parking is the same as for the main car park.
5. A shuttle bus runs from the Visitor Centre to the Court. One of the shuttles is capable of carrying a wheelchair user.
6. The shuttle bus runs from the Visitor Centre buildings to the Court about every 15-20 minutes. A shuttle can be arranged to take visitors to the lakeside (please speak to reception) and the shuttle can stop at various points required by the visitor by arrangement with the shuttle driver.

7. It is possible to drop visitors with limited mobility closer to the Visitor Centre reception entrance but there is a short journey to access the shuttle bus service.
8. Separate parking is available for access to the lakeside by arrangement with reception.

WCs

1. Accessible facilities are available at Visitor Centre reception and an accessible portaloo (but no alarm) is available by the Court.
2. Accessible toilets are all appropriate size (at least 1.5m x 2.2m).
3. Accessible WCs are left hand transfer.
4. An adult changing facility is available in the Visitor Centre (although not a registered changing place).
5. The Visitor Centre reception is well lit with natural and artificial lighting.
6. The WCs (both accessible and non-accessible) have automatic hand driers and fluorescent lighting in the Visitor Centre.

Visitor Centre – Reception

1. The building is an ex-RAF hospital facility and has hard washable flooring throughout but acoustically there is no sound damping.
2. The entrance is level throughout.
3. Double doors for entry and exit; opening width 1.20m – 1.5m and can be fully opened.
4. The entrance doors are manually operated and there are double doors throughout. Visitor reception staff/volunteers will assist with door opening and they can be fixed open. Doors open outwards.
5. The reception desk height is above 750 mm but a lower section is available. Staff are available to talk to people away from the desk or use a large adjacent table.
6. There is adequate natural light and fluorescent strip lights.
7. Chairs are available in reception most have armrests.
8. An induction loop is available at the reception desk.
9. There is no induction loop available at the membership recruitment desk.
10. One volunteer can 'sign' and one has Braille skills at present, but they are not always present.
11. One powered mobility vehicle (Tramper) is available at the time of writing this policy. A second one is being purchased. They can be booked with reception in advance (01905 371006). Several manual wheelchairs are also available.

House

1. The house is approximately half mile or 20 mins (brisk) walk each way from the car park and Visitor Centre reception, there is a hill to walk up and down. A shuttle bus is available every 15-20 minutes.
2. The paths outside the house are gravel and hoggin. (Hoggin is a mix of gravel, sand and clay that binds firmly when compacted)
3. The house is accessed via steps from both sides, stair climbers are available for external and internal use (please speak to staff or volunteers on arrival at reception who will contact the house).
4. Double entrance doors to the house are manual opening and over 2m in width. Staff / Volunteers are able to assist with door opening as necessary.
5. Alternative doors are available following wide gravel paths around the house perimeter, large stepped entrance (south entrance).
6. A number of rooms have high ceilings and no soft furnishings which can cause echoes.
7. There is plenty of natural light in most areas although the basement is less well lit, artificial light is provided in these areas. Temporary or permanent exhibits may require low level lighting due to conservation requirements.
8. Several floors of the house have wide stairways with adequate handrails but access would be difficult in some areas for people with limited mobility due to the constraints of the building. Stair climbers are available for use on internal staircases. No lifts are available.
9. There are no narrow corridors and doorways on each floor (widths are more than 750mm.)
10. Wheelchairs can be turned in all rooms easily.
11. Adequate seating is available around the house but no armrests.
12. Volunteers are available in most rooms and entrance areas that do not require access by guided tour.
13. Two male and two female toilets are presently available in the house. There are no accessibility toilets at present though there is an easy access portaloo available outside (no alarm).
14. Guided tours are available and are a requirement for some areas. Induction loops are not available or used presently.
15. There are no audio guides, virtual tours, large print, Braille or other types of interpretation used at present. A large tactile model of the house is available in the basement.
16. Due to conservation restraints restrictions are in place for powered wheelchairs and powered mobility vehicles inside the house.

17. Areas where people can sit if they don't want to do the same amount of the visit as other members of their group are available in the visual display (Billiard) room, South Portico, Tea Room, Entrance Hall and various locations on the first floor.

Catering

1. The main catering facility is available in the Visitor Centre. It is easily accessible with large entrances and level entry. Catering is also available every day in the basement of the house, and between Wednesday and Sunday inclusive during the summer months in the Temple Greenhouse. Access into the house has steps, likewise Temple Greenhouse but both have wide doors and hard flooring and wheelchair turning space. Manoeuvrability is restrictive on busier days.
2. A lower level counter is available in the main catering facility at the Visitor Centre and a smaller facility in the house.
3. Staff / volunteers are available in all areas to assist with seating as appropriate.
4. Circulation space between the tables is less than 1200mm.
5. No induction loops are available at present.
6. Menus are not available in large print and Braille.
7. There is availability of large handled cutlery, double handled mugs and straws available.

Retail

1. Access to the shop is via a wide double door with an accessibility ramp, there is a hard flooring surface inside the shop.
2. Circulation space is less than 1200mm between the display stands.
3. No induction loops are available at till points.
4. Staff / volunteers will assist reaching items to view if they cannot be reached by customers.
5. There are no large print versions of the price list; staff / volunteers are able to assist with pricing information.

Garden and Park

1. A map is available showing all garden paths. Visitor Centre reception staff / volunteers offer orientation of routes and timings around the estate depending on weather conditions. Advice is tailored to the abilities of visitors. The parkland may be closed in adverse weather conditions.
2. An appropriate map is available in the mobility vehicle indicating the advised routes around the estate when using the Tramper. Limited mobility walking maps are also available.

3. Paths are mainly hoggin tracks and gravel, some all-weather surfaces are planned for reception to the church this year (2016).
4. The maximum gradient on the accessible walks is 20%.
5. Some outbuildings and bridges have steps.
6. Bridges have hand rails but outbuildings do not.
7. There are gates along some routes.
8. Good signage and interpretation is available throughout the estate and is continually monitored and updated where appropriate.
9. Seating is available around the parkland.
10. Extensive water features include a Lancelot 'Capability' Brown 'river' and lake which are accessible on a level surface. Life lines are maintained and available at strategic points.

Contact details for more information

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