

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 important 17th century house. The property is extensive approximately 740 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 emergency.
3. Assistance dogs are made very welcome; the estate has a dog friendly policy to all well controlled dogs. There is an area that dogs can be 'off the lead' but must be controlled near livestock. Information is provided at the Visitor Centre reception outlining this area 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 (except Assistance Dogs).
4. The estate is large, a shuttle bus service is provided 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. Appropriate (for the terrain) mobility scooters (Tramper) are available for visitors with limited mobility to book 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 Motorway (M5) and all local main roads with the historic buildings brown tourist signage.
2. Minimum of 8 designated disabled spaces are available within the car park and they are 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. We have a shuttle bus that runs from the Visitor Centre buildings to the Court on demand or about every 15-20 minutes. Please speak to reception if you require more accessible parking near the lakeside. One of the shuttles is capable of carrying a wheelchair bound person.

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 WC's are left hand transfer.
4. The Visitor Centre reception is well lit with natural and artificial lighting.
5. The WCs (both accessible and non-accessible) have automatic hand driers and fluorescent lighting in the Visitor Centre.

Visitor Centre – Reception

1. Ex-RAF hospital facilities, so there is 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 some 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. Three powered mobility vehicles (Trampers) are available at the time of writing this policy – these need to 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. 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 use (please speak to house staff or volunteers on arrival at 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. No lifts are available.
9. The basement tea-room is not currently accessible with a wheelchair.
10. There are no narrow corridors and doorways on each floor (widths are more than 750mm.)
11. Wheelchairs can be turned in all rooms easily.
12. Adequate seating is available around the house but no armrests.
13. Volunteers are available in most rooms and entrance areas that do not require access by guided tour.
14. 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).
15. Guided tours are available and are a requirement for some areas, induction loops are not available or used presently.
16. There are no audio guides, virtual tours, large print, Braille or other types of interpretation used at present. A tactile model of the house is available in the basement.
17. Due to conservation restraints restrictions are in place for powered wheelchairs or powered mobility vehicles inside the house.
18. Quiet 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 housed in an ex RAF hospital, it is easily accessible with large entrances and level entry. Catering is also available every day in the basement of the house. Access into the house has steps, with 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. One Induction loop is available at the till point in the RAF canteen.

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. One induction loop available at the till point.
4. Staff/volunteers will assist reaching down 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 telling visitors the price of items.

Garden and Park

1. An appropriate map is available for all garden paths. Visitor Centre reception staff/volunteers offer orientation to 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. We have a shuttle bus that runs from the Visitor Centre buildings to the Court on demand or about every 15-20 minutes. Please speak to reception if you require more accessible parking near the lakeside. One of the shuttles is capable of carrying a wheelchair bound person.
4. Paths are mainly hoggin tracks and gravel. There is an all-weather surface from reception to the church and the main path to the Court.
5. The maximum gradient on the accessible walks is 20%.
6. Some outbuildings and bridges have steps.
7. Bridges have hand rails but outbuildings do not.
8. There are gates along some routes.
9. Good signage and interpretation is available throughout the estate and is continually monitored and updated where appropriate.
10. Seating is available around the parkland.
11. Extensive water features including a Lancelot 'Capability' Brown 'river' and lake. All accessible on level surface from appropriate paths, life lines are maintained and available at strategic points.

Contact details for more information

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