This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

**Access Statement for Coombe Country Park 2015**


**Introduction**

Coombe Country Park is situated on the historic Coombe Abbey estate. The abbey building itself is now a four star hotel ([www.coombeabbey.com 024 76450450](http://www.coombeabbey.com)).

The park is situated on the outskirts of Coventry City, in Warwickshire and is not on a road which has a steep gradient.

Facilities within the Visitor Centre building include Information Desk/Gift Shop, Discovery Centre, and a cafe, all on one level. Facilities within the 500 acres of historic Capability Brown designed landscape include a children's play area, climbing forest, formal gardens, lakeside walks, woodland walks, coarse fishery, picnic areas and a bird hide. Whilst parts of the park have undulating paths there are extensive tarmac paths with hard gravel around the orange route of the park with which are suitable for wheelchairs and pushchairs and hardstanding around the red route which leads to the accessible bird hide. The red/blue route in the historic deer park traverses undulating pastureland with roaming sheep, it has an accessible kissing gate where a suitable wheelchair or "tramper" could be used to access this area.

Further details about the park and what you can see and do can be found on our website [www.coventry.gov.uk/coombe](http://www.coventry.gov.uk/coombe)

We look forward to welcoming you. If you have any queries or require any assistance please phone 024 76453720 or email coombe.countrypark@coventry.gov.uk.
Pre-Arrival

- For full details of how to reach us please see the "Visit Us" section on our website and click on "how to get to us". Alternatively you can plan your journey by public transport or car using www.transportdirect.info simply enter your postcode and ours which is CV3 2AB to get directions.

- The nearest rail station is Coventry, which is approximately 6 miles from the park. Taxis are readily available at the station. If you require an accessible taxi you can book this in advance, see Contact Information for details.

- The nearest bus stop is within 150m of the Visitor Centre - ask the bus driver for Coombe Abbey. The stop is at top of the driveway that leads to the Visitor Centre. There is no shelter, seating or sign for the bus stop. If you are travelling from Rugby direction, you will need to cross a busy road to access the park entrance. The Travel De Courcey No. 585 runs 7 days a week, from Coventry Rail Station - Coventry Pool Meadow Bus Station - University Hospital - Rugby. For full timetable see www.traveldecourcey.com or call (024) 7630 2656. All buses have space for at least one wheelchair.

- The main road outside the park has a pavement from Coventry on one side. The tarmac driveway from the entrance of the park does not have a separate footpath to the Visitor Centre.

- Free map and guide available at the Visitor Centre.

- The Visitor Centre is open daily all year (except 1 Jan, 25 & 26 Dec). 10:00-16:00. Park open all year round: see website for seasonal opening hours http://www.coventry.gov.uk/directory_record/278/coombe_country_park

- We welcome registered assistance dogs in the Visitor Centre, and any dogs on leads in most other areas of the parks. Please ask at the Visitor Centre for our dogs policy or check information on our website within the "Visit Us" section.
**Car Parking Facilities and Arrival**

- There are two car parks at the Country Park. The main car park is the right of the drive and contains blue badge parking spaces however there is a small car park with spaces for blue badge cars only to the back of the Visitor Centre. The nearest designated bay is 10m from the Visitor Centre entrance.

- There is not a designated drop off point.

- The park is free to enter, however there is a parking charge for all users (including concessionary charges for blue badge holders). The park operates a pay and display car park, and tickets can either be purchased from the pay stations in the main car park or in the Visitor Centre between 10am-4pm. You will need your car registration number to purchase your ticket. Tickets will then need to be displayed in the car window. Please see our websites for prices http://www.coventry.gov.uk/directory_record/278/coombe_country_park

**Car Park beside Visitor Centre**

- The car park surface is tarmac with hard gravel in the area outside the Visitor Centre and on paths.

- The route from the car park to the Visitor Centre entrance is accessible to a wheelchair user with assistance.

- Assistance may be required because there are uneven surfaces.

- This car park is for cars with blue badge holders only. Minibuses and coaches are not permitted to park in the area due to it being an emergency access route, they may drop off here and park in the main car park.

- Visitors do not have to cross a road to reach Visitor Centre.
Main Car Park to the left of main driveway

- The car park is hardstanding with some uneven surfaces
- The route from the car park to the Visitor Centre entrance is accessible to a wheelchair user with assistance
- Assistance may be required because there are uneven surfaces.
- The car park has spaces for blue badge holders 75m from the Visitor Centre.
- Visitors are required to cross a private driveway to reach the Visitor Centre
- There is an easy slope towards the Visitor Centre from both car parks.

Visitor Centre

- There are identical entrances to the Visitor Centre at the North and South End.
- The information point is located adjacent to the North End of the Visitor Centre (closest to the blue badge parking spaces)
- There is not level access into the Visitor Centre
- There are no doors on either entrance
- The door opening is 350cm (11ft 6in wide)
- There is a slight level change to access the Visitor Centre, there is a slight
- Only registered assistance dogs are allowed into the Visitor Centre.
**Nature Trails**

- The reserve has a mix of different types of paths that are both flat and undulating where walks can be enjoyed.
- All trails are clearly signposted.
- Three trails can be followed:
  - The orange trail covers 1.5 miles and can take 35-50 mins approx. to complete. It is flat with a firm tarmac. A variety of seating is available on this trail.
  - The red trail covers 2 miles and can take 45 mins to 60 mins approx. to complete. It is undulating, 1 in 12 gradient in places with an uneven gravel/mud surface.
  - The red/blue (Discover Brown) trail is 2.5 miles can can take 55-70 minutes to complete. It is undulating all over, but is open by accessible
- Seating is available
- Information boards giving details of wildlife and historic landscape that can be seen on the trails. They have large print and illustrations.
- All information boards can be read from a child's eye/seated position
- The map of trails, with accessible routes shown is available at the information desk or alternatively can be downloaded from www.coventry.gov.uk/coombe

**Viewing Facilities**

- There is one bird hide in the park, it can be located on the map by the lake on the red trail.
- There is an accessible ramp to the hide.
- The ramp is a boardwalk surface and is 1180mm wide with hand rails at both sides
- The door to the hide is unlocked, its clear opening width is 870mm wide and easy to open with a lever handle at 1160mm from the ground.
- There is level access throughout the hide
- The hide looks out over the lake towards the Heronry and Heron standing ground.
- There are low fixed benches with no arm rests positioned at 530mm from the ground, however there are large free spaces where pushchairs and wheelchairs can be accommodate close to hide windows
- There are two low windows in the hide positioned at 830mm from the floor, the rest of the windows are positioned at 1060mm from the floor.
- All the windows are fixed with perspex panels. They are fairly heavy but they can be opened and held open with a catch above the window. This cannot be done from a seated position.
- There is seasonal, mostly pictorial, interpretation under perspex panels underneath the windows
- Large permanent boards are affixed to the hide walls, which provide more information on the wildlife in the area. There is a small blackboard which is regularly updated with the latest sightings at the hide

Public Toilets

Public toilets are located in the Visitor Centre and at Top Pool Lodge.

Toilets on the outside of the Visitor Centre
- The main public toilets are accessible from the outside of the Visitor Centre. These toilets have a unisex accessible toilet locked with a RADAR key (this key can be obtained from a member of staff). Standard male and female toilets are also available here.
- There is not level access to this toilet. There is an easy, permanent slope providing access.
- There is pictorial signage on the toilet door
- The accessible is 75m from the car park entrance
- The door opens outwards.
- The door is locked by a twist lock
- The width of the accessible toilet is 86cm (2ft 10in)
- The door is light
- The dimensions of the accessible toilet are 140cm x 210cm (4ft 7in x 6ft 11in)
- Floor manoeuvring space is clear in the accessible toilet.
• There is a lateral transfer space.
• As you face the toilet pan the transfer space is on the right.
• The lateral transfer space is 70cm (2ft 4in).
• There is a dropdown rail on the transfer side.
• There is a flush on the transfer side.
• The tap type is lever.
• There is a mixer tap.
• There is an emergency alarm pull cord
  • It is tied up and out of reach (higher than 10cm (0ft 4in) from floor).
• Disposal facilities are available in the cubicle.
• Wall mounted rails are available.
• As you face the toilet the wall mounted grab rails are on both sides.
• There is not a shelf within the accessible toilet.
• There are mirrors in the accessible toilet.
  • Mirrors are placed at a lower level or at an angle for ease of use.
• The height of the toilet seat above floor level is 49cm (1ft 7in).
• There is a hand dryer.
  • The hand dryer cannot be reached from seated on the toilet.
• The hand dryer is not placed higher than 100cm (3ft 3in).
• There is a toilet roll holder.
  • The toilet roll holder can be reached from seated on the toilet.
• The toilet roll holder is placed higher than 100cm (3ft 3in).
• The toilet roll holder is 105cm (3ft 5in) high.
• There is a sink.
  • The sink cannot be reached from seated on the toilet.
• The sink is not placed higher than 74cm (2ft 5in)
• The contrast between all fittings and the wall is good
• Lighting levels are medium

**Accessible Toilet/Baby Changing Unit in Visitor Centre.**

• These toilets have a unisex accessible toilet locked with a RADAR key (this key can be obtained from a member of staff).
- The toilet is not for the sole use of disabled people.
- There is tactile and pictorial signage on or near the toilet door.
- The accessible toilet is 15m (16yd) from the Visitor Centre entrance.
- The accessible toilet is located to the right as you enter from the north end of the Visitor Centre.
- There is level access to the accessible toilet.
- The door opens outwards.
- The door is locked by a locking handle.
- The width of the accessible toilet door is 85cm (2ft 9in).
- The door is heavy.
- The dimensions of the accessible toilet are 190cm x 210cm (6ft 3in x 6ft 11in).
- Floor maneuvering space is clear in the accessible toilet.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 115cm (3ft 9in).
- There is a dropdown rail on the transfer side.
- There is a flush on the transfer side.
- The tap type is lever.
- There is a mixer tap.
- There is an emergency pull cord alarm.
- It is out of reach (higher than 10cm (0ft 4in) from floor).
- Disposal facilities are available in the cubicle.
- There is a coat hook.
- Wall mounted rails are available.
- As you face the toilet the wall mounted grab rails are on both sides.
- There is a shelf within the accessible toilet.
- There are mirrors in the accessible toilet.
- Mirrors are placed at a lower level or at an angle for ease of use.
- The height of the toilet seat above floor level is 43cm (1ft 5in).
- There is a hand dryer.
- The hand dryer cannot be reached from seated on the toilet.
• The hand dryer is not placed higher than 100cm (3ft 3in).
• There is a toilet roll holder.
• The toilet roll holder can be reached from seated on the toilet.
• The toilet roll holder is placed higher than 100cm (3ft 3in).
• The toilet roll holder is 105cm (3ft 5in) high.
• There is a sink.
• The sink cannot be reached from seated on the toilet.
• The sink is not placed higher than 74cm (2ft 5in).
• The contrast between all fittings and the wall is good
• Lighting levels are medium
• The baby change facilities are located within the adapted toilet.
• The height of the baby change table once extended is 90cm (2ft 11in).
• Inside the venue, there is level access to the baby change facility.
• Additional standard male and female public toilets are available in the Heron's café
• There is a further accessible toilet located in Top Pool Lodge.

**Top Pool Lodge Toilets**

• Facing Top Pool Lodge from the main path, the toilets are located on the left hand side of the building.
• There is pictorial signage on and near the toilet door
• This unisex accessible toilet locked with a RADAR key
• There is level access to the accessible toilet.
• The door opens outwards.
• The door is locked by a locking handle.
• The width of the accessible toilet door is 85cm (2ft 9in).
• The door is heavy.
• The dimensions of the accessible toilet are 190cm x 210cm (6ft 3in x 6ft 11in).
• Floor maneuvering space is clear in the accessible toilet.
• There is a lateral transfer space.
• As you face the toilet pan the transfer space is on the left.
• The lateral transfer space is 115cm (3ft 9in).
There is a dropdown rail on the transfer side.
There is a flush on the transfer side.
The tap type is lever.
There is a mixer tap.
There is an emergency pull cord alarm
It is out of reach (higher than 10cm (0ft 4in) from floor).
Disposal facilities are available in the cubicle.
There is a coat hook.
Wall mounted rails are available.
As you face the toilet the wall mounted grab rails are on both sides.
There is a shelf within the accessible toilet.
There are mirrors in the accessible toilet.
Mirrors are placed at a lower level or at an angle for ease of use.
The height of the toilet seat above floor level is 43cm (1ft 5in).
There is a hand dryer.
The hand dryer cannot be reached from seated on the toilet.
The hand dryer is not placed higher than 100cm (3ft 3in).
There is a toilet roll holder.
The toilet roll holder can be reached from seated on the toilet.
The toilet roll holder is placed higher than 100cm (3ft 3in).
The toilet roll holder is 105cm (3ft 5in) high.
There is a sink.
The sink cannot be reached from seated on the toilet.
The sink is not placed higher than 74cm (2ft 5in).
The contrast between all fittings and the wall is good
Lighting levels are medium
Additional standard male and female public toilets and a unisex baby changing unit are also in this building

Catering

Heron's Café - self-service cafe serving hot and cold snacks, hot and cold beverages and a range of homemade cakes
and traybakes. Children’s menus available and smaller portions available on request.

- Once inside, there is level access to the service.
- Ample room for several wheelchairs and pushchairs to be manoeuvred within the serving and seated area.
- No tables are permanently fixed.
- No chairs are permanently fixed.
- No chairs have armrests.
- The nearest table is 8m (26ft 3in) from the visitors centre entrance.
- The distance between the floor and the lowest table is 72cm (2ft 4in).
- The distance between the floor and the highest table is 72cm (2ft 4in).
- Menus are hand held and wall.
- Menus are available in large print. Staff can assist by running through menus with you.
- Menus are clearly written.
- Menus are presented in contrasting colours.
- Lighting in all areas is daylight with overhead lighting used
- The flooring is level hard safety flooring
- The nearest public toilets are located within in the cafe and the nearest accessible toilet/baby changing area is within the Visitor Centre 15m from the cafe entrance.

**Shop**

- There is a shop and information desk that can be accessed directly from the main entrance of the Visitor Centre. The shop contains a range of gifts and souvenirs. Information about the park and access information can be obtained here.
- As you enter the shop the information desk in front of you, with information about the park and nearby attractions in leaflets and on posters on the wall to your left and the gift shop to your right.
- Once inside the Visitor Centre there is level access to this service.
- There are doors to enter the shop.
- The door opens outwards
• The clear opening width of the door is
• There is ample room within the shop for a large wheelchair/pushchair to manoeuvre and turn.
• The floor surface is non-slip tiles
• The area is evenly and well lit with overhead lighting from fluorescent tubes and spot lights
• There is step free and level access throughout.
• There is a hearing assistance system
• The system is a portable loop
• There are some items on lower shelving and some on taller display units. Staff can provide assistance if necessary.
• Staff are trained to use the system

Picnic Area

• There are picnic facilities available near the main car park, by the blue badge spaces in the small car park near the Visitor Centre and near the play area. All picnic benches are accessible with spaces for a wheelchair users
• Sandwiches and drinks are available from the cafe, however, visitors are free to bring their own refreshments with them for picnics.
• Barbecuing is also permitted on site, if visitors bring a bbq to use then it must be raised off the ground and off picnic benches. Please see staff at Information Desk for more information on where BBQs are permitted in the park or take a look at the "Food and Drink" section on our website.

Additional Information

• All of our staff receive regular training that includes equality and diversity and customer service excellence.
• Wheelchairs are available from the Information Desk at the Visitor Centre for £5 returnable deposit during Visitor Centre hours.

Future Plans
• We are currently trying to secure funding for all terrain “Tramper” mobility scooters for the site to allow easier access for visitors on the more undulating terrains in the park.

• Signage on the exterior of the Visitor Centre currently displays a no dogs symbol with the text "except guide dogs", we have been made aware that this terminology is out of date and should read "except assistance dogs". A new sign is being sourced.

• Our regular quality checks take into account changes in accessibility of the site, these will be rectified as soon as possible

Contact Information

Address (Inc postcode): The Visitor Centre Coombe Country Park
Brinklow Road Nr Coventry Warwickshire CV3 2AB

Telephone: 024 7645 3720

Email: coombe.countrypark@coventry.gov.uk

Website: www.coventry.gov.uk/coombe

Grid Reference: SP 40290 79506

Hours Of Operation: Visitor Centre open all year (except 1 Jan, 25 & 26 Dec) 10am-4pm

Local Equipment Hire: Wheelchairs available in the Visitor Centre for a £5 returnable deposit during Visitor Centre opening hours.

Local Accessible Taxi: Central Taxis 02476 333 333 Allen's Taxis 02476 555 555

Local Public Transport: http://www.travelinemidlands.co.uk/ 0871 200 22 33 (calls from landlines charged at 10p per minute plus network charges; mobile and other operators’ charges may be different)