## Disability Access Statement

### PROPERTY NAME: All Aboard

### PROPERTY ADDRESS: Whitby

### DATE ASSESSMENT CARRIED OUT: 30/5/18

### ASSESSMENT COMPLETED BY: A.E.Hatchwell

## INTRODUCTION

### Description of Property:

**Use:** Self-catering holiday cottage

**Location Description e.g. city centre, countryside, coast:** coast

**Distance to nearest city, town, village:**
The cottage is situated in the town of Whitby

**How many bedrooms does the property have?**
There are two bedrooms

**Are there any ground floor bedrooms – if so how many?**
There are two ground floor bedrooms

**What internet access is available? Is it charged or free?**
Internet access is available and is free

**Mobile phone reception?**
Yes

**If rated under the National Accessible Scheme, state your rating(s):** Not rated

**Take a clear photo(s) of the property and its setting**

**NOTES:**
**PRE-ARRIVAL**

<table>
<thead>
<tr>
<th><strong>Name of nearest railway station:</strong></th>
<th>Whitby Town Station</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Distance from nearest railway station:</strong></td>
<td>Whitby Town Train Station is approximately 1.4km from the cottage.</td>
</tr>
<tr>
<td><strong>Details of local bus service – accessibility, frequency, distance of bus stops from property, route numbers etc.</strong></td>
<td>The bus station is approximately 1.45km from the property.</td>
</tr>
<tr>
<td><strong>Do you offer a collection service?</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Describe the streets in the area surrounding the property e.g. paved / cobbled / level / uneven:</strong></td>
<td>The Streets to the property are tarmacked and level.</td>
</tr>
<tr>
<td><strong>Information about local services for disabled people e.g. equipment hire, wheelchair repair, Shopmobility, RADAR toilets:</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Equipment Hire**
Whitby, Scarborough and Rydale Disability Action Group
Church House Centre, Flowergate, Whitby. Tel: 01947 821001 email: Whitbydag.org.uk

**Wheelchair repair**
All Care Medical Ltd
Unit B3 St Hilda’s business Centre
The Ropery
YO22 4 ET
01947 825 555

**Shopmobility**
Scarborough Shopmobility
5, Somerset Terrace, Scarborough YO11 2PA Tel: 01723 369910

**RADAR toilets (keys priced £2.20 available from Whitby Tourist Information Centre)**
Abbey Plain Uni- Sex Parking available within 10 yards Open all year
Khyber Pass Uni- Sex Parking available within 10 yards Open all year
Marina Uni- Sex Parking available within 10 yards Open all year
New Quay Uni- Sex Parking available within 10 yards Attended Toilets Open all year
West Cliff Uni- Sex Parking available within 10 yards Attended Toilets Open all year

**Details of local stores where shopping can be ordered in advance for collection or delivery:**
The only home delivery service (this is not available on advanced orders) offered locally is by the Cooperative Supermarket. This service is free on orders over £25.00. You have to register in store and shop as usual. The goods can then be left at the store for delivery to your address. A mobility scooter is available for customers.
The Cooperative, Langbourne Road Whitby, YO21 1HD Tel: 01947 600710

<table>
<thead>
<tr>
<th><strong>What information do you offer in alternative formats, such as large print and audio? E.g. Access Statement, brochure:</strong></th>
<th>The Access statement can be made available on line which can be viewed in large print. There is no audio version available.</th>
</tr>
</thead>
</table>

`NOTES:`
**KEY COLLECTION, WELCOME & CAR PARKING**

| State where visitors need to go to collect the key i.e. the property, an office, elsewhere or sent by post:  
<table>
<thead>
<tr>
<th>The key is collected from a key safe located outside the property</th>
</tr>
</thead>
</table>
| State if the keys can be taken out to the visitor in their car on request:  
| The keys are readily accessible via the key safe so this is not required |
| State if someone is available to welcome guests. If so, state whether a familiarization tour of the property is offered:  
| A personal welcome service is not offered nor a familiarization tour. |
| State whether parking is available on site or nearby and give the number of spaces available and distance to the property entrance:  
| There is no designated parking space for one car at All Aboard.  
| Public parking is available at a number of locations around Whitby. The closest to you is 0.8km from the Cottage on Church Street. Information regarding the pre purchase of parking tickets is as follows (as of 3/3/17):  
| Scarborough Borough Council Car Parking Tickets are available by telephone request from the Tourism Bureau on 01723 383636, Open Air Theatre Box Office and the Tourist information Centre in Whitby. Also at Station Road Stores/Post Office at Robin Hood's Bay and The Gateway Centre in Staithes or from Customer First at Scarborough Town Hall.  
| COST:  
| 2 Day Ticket: £14.00  
| 3 Day Ticket: £21.00  
| 4 Day Ticket: £28.00  
| 5 Day Ticket: £35.00  
| 6 Day Ticket: £42.00  
| 7 Day Ticket: £49.00  
| The 2 – 7 Day Tickets are valid in all Scarborough Borough Council Car Parks in Scarborough, Whitby, Filey, Robin Hood’s Bay, Staithes and Sandsend. Please note if parking in a short stay car park time restrictions still apply. For more info visit: [http://www.scarborough.gov.uk/home/parking/car-parks](http://www.scarborough.gov.uk/home/parking/car-parks)  
| CONDITIONS:  
| The Council, its officers, servants and agents will accept no liability for the loss or destruction of or damage to the vehicle, its contents or any other property of the owner, driver, or passengers or for personal injury to the driver or passengers, except when arising out of negligence of the Council, its officers, servants and agents.  
| The issue of a ticket does not guarantee a parking space.  
| Tickets are NOT refundable  
| The ticket must be visible in the windscreen. |
Tickets can be pre-purchased prior to your visit but you need to give at least 10 days’ notice for them to be posted to your home address. This option does not guarantee you a space but it is slightly cheaper than our private spaces and the ticket can be used at other car parks in the local area under the control of Scarborough Borough Council. Please note that between 01 November and 31 March it is free to park in most public car parks in Whitby.

Alternatively, Shoreline Cottages have some private parking bays and garages available for you to rent. Their location and prices are as follows:
Shoreline Parking Bays located in Silver Street - £8 per day off peak / £10 per day in the summer. Please note, these parking bays are quite tight and may not be suitable for a wide car. Shoreline Private Garages located in Windsor Terrace - £10 per day off peak / £12 per day in the summer.

If you would like to book one of our parking bays or garages please call 01904 607087 and select option 1 to get through to our customer services team.

**State whether Blue Badge parking is available and give the number of spaces available and distance to the main entrance:**

The following information details disabled parking in Whitby:

<table>
<thead>
<tr>
<th>Disabled Bays</th>
<th>Time Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Terrace</td>
<td>- opposite Royal Hotel close to the whalebone arch 3 Hours</td>
</tr>
<tr>
<td>Heidredale Road</td>
<td>- on road to the residential houses Unlimited</td>
</tr>
<tr>
<td>Kybere Pass</td>
<td>- close to the junction with Pier Road, close to Whitby Pier 3 Hours</td>
</tr>
<tr>
<td>New Quay Road</td>
<td>- outside side of HSBC bank, close to the swing bridge 3 Hours</td>
</tr>
<tr>
<td>North Terrace</td>
<td>- close to Whitby Pavilion and Whitby Leisure Centre 3 Hours</td>
</tr>
<tr>
<td>Pier Road</td>
<td>- close to Whitby Fish Pier (available from 31st March to 30th of September) 3 Hours</td>
</tr>
<tr>
<td>St Anns Staith</td>
<td>- close to the Swing Bridge 3 Hours</td>
</tr>
<tr>
<td>Windsor Terrace</td>
<td>- close to Whitby Library and Train Station 1 Hour</td>
</tr>
</tbody>
</table>

**Blue Badge** holders can also park:
- In any on-street pay and display spaces without time limit (but must pay parking charges)
- Disc Zones without time limit
- Double yellow lines – maximum of 3 hours (unless there is a loading restriction and the vehicle must not cause any obstruction)

**Describe the type of surface from the car park to the main entrance e.g. level/stepped, firm/uneven, tarmac/gravel:**

If you park in the designated parking the surfaces are paved and level.

**Describe any lighting in the car parking area and en-route from the car park to the property entrance:**

There are street lights that illuminate the area.
**ENTRANCE TO PROPERTY**

**How many steps, if any, to the entrance and is there a handrail(s)?**
The street leading to the property has herringboned brick surface which is flat. You gain access to the building through the exterior door. The lift is ahead of you. You take the lift to the second floor. You the access the walkway through a door to the building which houses All Aboard. You enter this building through the second walkway door then turn right and left to get to the door for All Aboard.

**Describe any ramp available at the entrance; are there handrails on one or both sides of the ramp? State if no level access is provided:**
There is no ramp / level access provided.

**What is the clear door opening width? NB Provide all measurements in millimeters and inches, taking into account any obstacles that may reduce the size of the opening:**
The door opening to the exterior of the building is 900 mm. The door opening to the lift is 800mm. The door openings to the second-floor walkway are 790mm. The door opening to All Aboard is 880mm.

**Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:**
The entrance to the building is well lit with wall lights. The entrance to All Aboard is well lit with ceiling lights.

**Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):**
There is a Karndean floor at the entrance to the building and in the lift. The floor of the walkway is metal. The floor in the entrance of All Aboard is wood laminate.

**Take clear photo(s) to show the entrance**

**NOTES:**
### HALLS, STAIRS, LANDINGS, PASSAGEWAYS

**Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:**
The passageway is well lit by ceiling lights.

**How wide are the passageways? Minimum width for wheelchair/zimmer frame/pushchair is 750mm, 800mm preferred:**
The passageway / lobby is approximately 1760mm.

**Describe the floor surfaces e.g. tile, wood, rugs, carpet (thick/short pile):**
The passageway / lobby has a wood laminate floor.

**Describe the stairs e.g. Number of steps, landings, handrail(s):**
There are no stairs.

**Take clear photo(s) to show your hallway, stairs, landings and passageways**

**NOTES:**

### SITTING ROOM / LOUNGE / DINNER / KITCHEN

**Describe where the Sitting Room / Lounge is situated and how you access it i.e. is there level access, ramp(s) or step(s)? If steps, how many?**
You enter the Sitting Room / Lounge / Diner / Kitchen from the passageway / Lobby.

**What is the clear door opening width, taking into account any obstacles?**
The door opening is 830mm.

**Describe the layout within the sitting room/lounge. Is it level or are there steps? Are there large spaces between furniture, what type of seating and table are there e.g. high/low tables, couches, easy chairs?**
The sitting room / lounge / Diner / kitchen is level with plenty of space between the furniture. There is one single-seater chair, a two-seater sofa, a central coffee table, a chest of drawers and a TV unit.

**Is the furniture moveable?**
Yes.

**Where there are TV’s are subtitles/audio description available?**
The television is made by LG, the handset has a subtitle button.

**Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:**
The Sitting Room/Lounge is well lit by a ceiling light, table lamps and a standing lamp.

**Describe the floor surface e.g. tile, wood, carpet (thick/short pile)**
There is a wooden floor and a central rug with a short pile.

**Take clear photo(s) to show your lounge/sitting room area**

**NOTES:**

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### KITCHEN / DINER

**Describe where the kitchen is situated and how you access it i.e. is there level access, ramp(s) or step(s)? If steps, how many?**
The kitchen is part of the open plan Sitting Room / Lounge / Diner / Kitchen with access as above from the passageway.

**What is the clear door opening width, taking into account any obstacles?**
The door opening is 830mm.

**State the height of the oven, hob and microwave. Does the oven have a drop down or side opening door?**
The hob is set into the work surface 920mm high
The oven has a drop-down front with a pull bar across the top which is 750mm high
The microwave is built into a cupboard which is 1530mm high

**How high is the work surface/food preparation area?**
The work surface / food preparation area is 920mm high

**State the height of the highest shelf and lowest draw of fridge/freezer:**
The highest shelf of the Fridge is 1790 mm
The lowest shelf of the Fridge is 1420mm

**Describe any places to eat e.g. is there a table and chairs in the kitchen? What is the clear height underneath the table? Describe the type of chairs, with/without arms?**
There is a table, two chairs and bench seating for three and four chairs in the kitchen. There is a clear height underneath the table of 650mm. The chairs do have arms.

**Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:**
The kitchen is well lit with ceiling lights and spot lights
**State the height of wall cupboards containing crockery, glasses etc. Can these be moved to lower level cupboards on request?**
The wall cupboards are 1390mm high. The crockery etc can be moved to lower shelves on request.

**Describe the sink taps e.g. single mixer lever tap:**
The sink has a mixer tap with a lever control.

**List any aids that can assist people e.g. cordless kettle revolving 360 degrees:**
There is a cordless kettle that revolves 360 degrees, A separate toaster and microwave.

**Describe how well/evenly lit the kitchen is and what type of lighting is provided e.g. ceiling spot lights:**
The kitchen is well lit with ceiling lights and spot lights.

**Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):**
The floor is wood laminate.

**Take clear photo(s) to show your kitchen area**

**NOTES:**

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**BEDROOMS AND SLEEPING AREAS**

**Do you have any ground floor bedroom? If yes, how many?**
Two

**What is the clear door opening width, taking into account any obstacles?**
The Twin Bedroom door opening is 820mm
The Double Bedroom door opening is 820mm

**Can furniture be moved around or removed?**
No

**What bed combinations are there e.g. double, twin, zip-link?**
Twin beds and a double bed

**What provision is there for a personal assistant/carer or friend/family member e.g. adjoining room, sofa bed in the room or lounge:**
A zed bed can be provided on request.
| **How wide is the space next to the bed(s)? (for wheelchair user to transfer onto bed):** | The Twin Bedroom the side nearest the access point is 460mm from the wall The side nearest the window is 360mm away from the wall The Double Bedroom the side nearest the access point is 2500mm from the wall The end of the bed is 500mm from the radiator, the side nearest the window is 1270mm away from the wall |
| **What is the height of the bed(s) to the top of the mattress? What is the height of the clear space under the bed (if any)?** | The Twin Bedroom 500mm height to the top of the mattress 140mm clear space under the bed The Double Bedroom 650mm height to the top of the mattress 270mm clear space under the bed |
| **Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:** | The bedrooms are well lit by ceiling lights and table lamps |
| **Describe the colour contrast of the floor, walls and doorways:** | The Twin Bedroom the walls are cream with a wood laminate floor The Double Bedroom the walls are light blue with a wood laminate floor |
| **Describe the wardrobe and storage space e.g. can rails be adjusted?** | The Twin Bedroom has a bedside cabinet a chest of drawers and a wardrobe with non-adjustable rail. The Double Bedroom has two bedside cabinets a chest of drawers, a single chair and a wardrobe with non-adjustable rail. |
| **Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):** | The bedrooms have a wooden floor. |
| **Give details of any non-allergenic bedding that can be provided:** | For non-allergenic bedding to be made available the request must be made six weeks prior to the date of the visit. |
| **Are subtitles/audio description equipment available on televisions with instructions available on how to use it?** | There are no TVs in the bedrooms |
| **List any other accessible equipment you may have e.g. vibrating alarm clock:** | None available |
| **Take clear photo(s) to show your bedroom(s)** | |
| **NOTES:** | |
### BATHROOMS, SHOWER-ROOMS AND TOILETS

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there level access from the bedroom to the en-suite or shared facilities i.e. no steps?</td>
<td>The bathroom is accessible from both bedrooms</td>
</tr>
<tr>
<td>What is the clear door opening width, taking into account any obstacles?</td>
<td>The door opening width to the is 800mm.</td>
</tr>
<tr>
<td>Describe the shower – is it separate or over the bath? Level entry with no raised lip?</td>
<td>There is a shower over the bath</td>
</tr>
<tr>
<td>What is the height of the WC from floor to seat?</td>
<td>The height of the WC in bathroom is 420mm</td>
</tr>
<tr>
<td>What is the height of the washbasin? Is there clear space under the sink i.e. no pedestal?</td>
<td>The height of the washbasin in bathroom is 800mm.</td>
</tr>
<tr>
<td>What type of taps are on the washbasin and bath? e.g. lever:</td>
<td>In the bathroom there are separate hot and cold taps on the bath with lever controls. On the washbasin there are separate hot and cold taps with lever controls.</td>
</tr>
<tr>
<td>Give details of what support/grab rails are fitted where e.g. bath, shower, WC:</td>
<td>There are no support / grab rails in the bathrooms.</td>
</tr>
<tr>
<td>Describe how well/evenly lit the room is and what type of lighting is provided e.g. ceiling light, fluorescent tube shaving light:</td>
<td>The bathroom is well lit by ceiling lights</td>
</tr>
<tr>
<td>Describe the colour contrast of the floor, walls, doorways and towels. What is the colour scheme for these?</td>
<td>The bathroom has a tiled floor, white paneling with light blue walls above and white tiles around the bath / shower. The towels are white.</td>
</tr>
<tr>
<td>Describe the floor surface(s) e.g. non-slip, laminate, tile, wood, rugs, carpet (thick/short pile):</td>
<td>The bathroom has tiled non slip floor.</td>
</tr>
<tr>
<td>Take clear photo(s) of the bathroom/shower-room.</td>
<td></td>
</tr>
<tr>
<td>NOTES:</td>
<td></td>
</tr>
</tbody>
</table>
**GARDEN**

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe the garden area that guests have access to e.g. patio and lawn:</td>
<td>There is no garden.</td>
</tr>
<tr>
<td>Describe whether these areas are flat/undulating, stepped etc.</td>
<td>N/A</td>
</tr>
<tr>
<td>Give details of what seating is available:</td>
<td>N/A</td>
</tr>
<tr>
<td>What is the width of footpaths?</td>
<td>N/A</td>
</tr>
<tr>
<td>Describe the surface of the footpaths e.g. level/firm/uneven, is gravel used?</td>
<td>N/A</td>
</tr>
<tr>
<td>Take clear photo(s) of the garden area.</td>
<td></td>
</tr>
<tr>
<td><strong>NOTES:</strong></td>
<td></td>
</tr>
</tbody>
</table>

**ADDITIONAL INFORMATION**

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>State that you welcome assistance dogs. What facilities are offered to assistance dogs e.g. run area, water bowls?</td>
<td>Assistance dogs are welcome in all Shoreline properties. There is outside space at the cottage which is accessible to a dog. A water bowl can be provided.</td>
</tr>
<tr>
<td>Describe the colour contrast of floors, walls and doorways throughout the property, [specify what these areas are e.g. hallway and what is the colour scheme for these]:</td>
<td>The Sitting Room / Lounge / Diner / Kitchen has white walls with teale kitchen cupboards and a wood laminate floor. The Twin Bedroom the walls are cream with a wood laminate floor The Double Bedroom the walls are light blue with a wood laminate floor The bathroom is white with a varnished wooden floor.</td>
</tr>
</tbody>
</table>
The towels supplied will be white.

<table>
<thead>
<tr>
<th><strong>Give details of local attractions and if they have an access statement:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Whitby Disability Action Group (DAG) have information on local attractions and their access arrangements on their website, their contact details are as follows:</td>
</tr>
<tr>
<td><strong>Telephone:</strong> 01947-821001</td>
</tr>
<tr>
<td><strong>E-mail:</strong> <a href="mailto:info@whitbydag.org.uk">info@whitbydag.org.uk</a></td>
</tr>
<tr>
<td><strong>Website</strong> <a href="http://www.whitbydag.org.uk">www.whitbydag.org.uk</a></td>
</tr>
<tr>
<td>Whitby DAG have information leaflets on Mobility Equipment Hire, Where To Go, Getting Around Whitby and Where To Eat.</td>
</tr>
</tbody>
</table>

**NOTES**

**FUTURE PLANS**

Give details of anything you plan to do in the future to improve your business especially to make it more accessible e.g. create an additional accessible room, review website to make it more accessible:

**Note:**

**NOTES:**
**Business address:**
Shoreline Cottages Ltd
Brook House
Main Street, Elvington
YORK, YO41 4AA

**Business telephone number:** Tel: 01904 607087

**Fax:** No fax number available

**Email:** reservations@shoreline-cottages.com

**Website:** [http://www.shoreline-cottages.com](http://www.shoreline-cottages.com)

**Minicom -** Minicom is a telephone typewriter device to receive and transmit messages which are typed into it by deaf, hard of hearing, speech-impaired and/or hearing problems: Minicom services are not available

**Grid Reference -** Grid Reference is particularly useful for walkers to plan their visit. Get this at

- **Latitude - Longitude:**
  - Lat 54.480240
  - Long -0.61231517

**Business Hours:**
The contact arrangements for anyone staying in a Shoreline Cottage are as follows: Our local Manager, Billy, and his team can be contacted on 01904 607087 (select option 2) between 9am – 7pm every day of the year. Should you encounter any problems he will be happy to help. For any emergencies that you should encounter after 7pm please call 01904 607087 and select option 3 for our out of hours emergency service.

**Local Carers - most important for accommodation businesses:**
Town and Country Care
Unit G9 St Hildas Business Centre YO22 4ET
Ring in advance of your visit to book personal care (subject to availability)
TEL: 01947 606 187 and ask for Mandy
Day Centre places are available on Tuesday, Wednesday and Thursday 10.30-15.30pm ring in advance of your visit to book a place (subject to availability)
Cost for care and day Centre places available on request
Equipment Hire – most important for accommodation businesses. Most towns have a mobility aids shop where equipment useful to people with access needs can be hired:

See earlier section ‘Information about local services’

Local Accessible Taxi – you may need to do some quick research to obtain details of accessible taxi firms e.g. call a selection in the phone book and ask if they have any accessible vehicles or try [www.traintaxi.co.uk](http://www.traintaxi.co.uk) which indicates those firms that have wheelchair accessible vehicles:

**Accessible Taxis**

<table>
<thead>
<tr>
<th>Company</th>
<th>Tel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrisons</td>
<td>01947 600606</td>
</tr>
<tr>
<td>Parc taxis</td>
<td>07900 213054</td>
</tr>
<tr>
<td>Smilers Taxis</td>
<td>07881 467 725</td>
</tr>
<tr>
<td>Streamline</td>
<td>01947 603306</td>
</tr>
</tbody>
</table>

NOTES: