

## Brockhill Country Park - Accessibility Guide

Last updated June 2023



At Brockhill Country Park there are 2.5 kilometres of easy access pathway that provide access to our park's central areas, such as the café, playground, and viewpoint, where you can enjoy the beautiful sights of the surrounding countryside.

### Accessibility at a glance

- Changing Places toilet.
- Cafe, accessible toilets, Ranger office and Discovery Den all level access.
- The Badger meeting room is level access
- Easy Access route.
- Blue Badge holders can purchase a reduced annual parking ticket
- Brockhill team are all Dementia Friends trained

If you have other accessibility queries in advance of your visit, please call 03000 41 35 00 or email [kentcountryparks@kent.gov.uk](mailto:kentcountryparks@kent.gov.uk). If you require a text phone, [BT RelayUK](#) offers a free intermediary service.



# Kent Country Parks

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## Facilities overview

### Level Access

- Changing Places toilet and 2 other accessible toilets
- Cafe, Ranger office, Badger meeting room and Discovery Den all level access.
- Easy access routes, ideal for wheelchair users and pushchairs.
- Blue Badge holders can purchase a reduced annual parking ticket. Visit [Parking season tickets - Kent County Council](#)

### Hearing

- All staff have disability awareness training.

### Visual

- Outdoor areas of the park walking routes do not have lighting fixtures
- Outdoor areas of the ranger office, cafe and toilets do have lighting fixtures
- Guide dogs facilities and water bowl on request



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## Sensory

- The cafe is enclosed and may therefore be very noisy at busy times.
- Around the park there are metal rub plates, sculpted benches, and other wooden sculptures which we encourage visitors to interact with for a tactile experience.

## Getting there

Brockhill Country Park is located in Saltwood near Hythe and can be reached by car or public transport.

[Find Brockhill Country Park and plan your journey.](#)

## Parking

There are 2 hard standing allocated accessible Blue Badge parking spaces which are located in the car park nearest to the park entrance. There is a hatched area present at side and rear of bays.

To access the park, the entrance is located to the left of the bays and has level access to the kerb, followed by a slope down entering the park.

If you are a Blue Badge holder, you can purchase an annual season ticket in advance of your visit. The annual season ticket gives you access to all of our country park car parks free of charge during the year.

You can purchase your season ticket [online](#) or call 03000 41 72 72. Have your Blue Badge number and credit or debit card handy for reference.





## Staff support

All staff complete disability awareness training and can help advise you on accessibility features of the park, including toilets, accessible walking routes, and play facilities. The Brockhill team are also Dementia Friends trained.

Large print and alternative formats are available on request.

## Inside spaces

### Ranger office

If you need any assistance, you can ask at the Ranger office where one of our staff may be able to help. Please note the Ranger office is not always staffed. The Ranger office is located to the left of the ramp entrance into the park from the car park. At the bottom of the ramp, follow the path round to the left. The Ranger office is the first door on the building to your right. The door is green. The Ranger office does not have a hearing induction loop.



### Badger Meeting Room

From the car park follow the building around to the right where you will go past the Discovery Den. The entrance to the Badger Room is via a single manual door.

On entry go forward for the Badger Room and right for the accessible toilet.

**Co-financed by the European Union European Regional Development Fund**

The Badger meeting room does not have a hearing induction loop.



## Discovery Den

The Discovery Den is a learning space that can be accessed by a short level access path which also passes past an accessible picnic area. Please note this is a private space and not open to the public.

The path is located to the right of the Blue Badge parking bays in the opposite direction to the park entrance.

The Discovery Den does not contain a hearing induction loop.

The Discovery Den does have an accessible toilet (Toilet C listed in the Toilet section of this guide).

Getting to the Discover Den:

1. Turn right from facing the accessible Blue Badge parking bays.
2. The entrance is the path located directly on from the accessible bays on your left hand side.
3. Follow the gently left curving path along past the wooden fence on your right. There will be some trees to your left.
4. Directly ahead is the picnic area. The path then turns right. Follow the path round to the right to reach the entrance door at the end of the path. On the left hand side of the path will be a bush, then a gate entering into the Discovery Den outside activity area. Go past this to the door.





## Cafe

The cafe can be accessed by a short level access path with a slope down to the cafe area immediately adjacent to the accessible parking bays. The café is not owned or managed by Kent County Council (KCC).





There is a serving hatch which is accessible from the courtyard outside the cafe and there are double manual doors to an internal seating area as well as picnic benches in the café courtyard. The serving hatch is 103 cm tall and has no lip. Wheelchair users may wish to approach side-on.



Some areas of the cafe inside can be narrow, or harder to navigate, especially at busy times. This may present some challenges to wheelchair users.

The cafe does not have an induction loop. Menus are not available in digital formats.

[Visitor facilities and food at Brockhill Country Park.](#)

## Outdoor spaces

### Play area

There is a play area in the park that can be reached by an easy access pathway.

Getting to the play area:

1. Follow the main entrance path to the park located to the left of the Cafe.
2. The main path curves round to the right. At the top of the hill down further into the park is a crossroads. The left turn takes you further along the path down the hill. The right turn takes you towards the play area.
3. The play area is up a short gentle incline after the crossroads.
4. The play area has a reasonably heavy gate to entry.
5. The ground in the play area is impact absorbing wood chippings to help prevent injuries while children are playing.





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There is a second entrance/exit to the play area which leads directly back to the downward trail further into the park. This entrance also includes a heavy gate. A single step inside the play area directly after the gate leads to 12 uneven steps from the gate down to the path. These steps do not have an accompanying handrail.







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## Accessible routes

Brockhill Country park includes an easy access route, ideal for wheelchair users and pushchairs. The routes include gravel and hard standing pathways, with occasional slopes. There are regular benches along the route which circles the Brockhill lake.

The main path from the café to the play area is flat. After the play area the path turns left and slopes quite steeply to the lake path. The path around the lake is about a metre wide at its narrowest point. It can be muddy in winter and will inevitably be slightly bumpy, with twigs, stones, and puddles at times.

The path runs alongside the lake. Care should be taken at all times while nearby bodies of water.

The valley area, due to the nature of the terrain, is not suitable for wheelchairs.



[View a map of Brockhill Country Park.](#)

## Toilets

There are three accessible toilets across the country park situated in and around the Ranger office, and Discovery Den:

- Toilet A - One unisex accessible toilet including a baby changing station (located to the left of the Ranger office) which is open at all times. Right hand transfer.
- Toilet B - One [Changing Places unisex accessible toilet](#) also located to the left of the Ranger office. This requires a RADAR key to access and includes hoist and full adult changing facilities. The toilet supports both left and right hand transfer.
- Toilet C - One unisex accessible toilet located inside the Discovery Den. The toilet is located to the right of the entrance to the Den. Right hand transfer.

Toilet facilities are available at all times when the park is open to visitors even if the cafe is closed.

### Toilet A

1. Starting at the main entrance facing the cafe. Turn left.
2. Follow the path round to the left. On your right-hand side will be a building which contains the toilets and Ranger office.
3. The accessible toilet is located at the far end of the building, past the Ranger office green door.
4. At the far end of the building is a corner pillar. Turn right before the pillar. This route leads to the male toilets and the accessible toilet.
5. The male toilets are directly in front. The accessible toilet is directly to your right.







## Toilet B - Changing Places

The [Changing Places unisex accessible toilet](#) is located next to the main toilet block and requires a RADAR key to access.

1. Starting at the main entrance facing the cafe. Turn left.
2. Follow the path round to the left. On your right-hand side will be a building which contains the toilets and Ranger office.
3. Past the building is the Changing Places accessible toilet.
4. The Changing Places accessible toilet is located on the right-hand side and requires a RADAR key to access.

Facility features include: bench height Adjustable, adult sized, wall mounted - hoist - ceiling, loop - peninsular toilet washbasin height adjustable, non slip floor 12sq m privacy screen, paper roll, colostomy shelf, unisex signage in the room.



## Toilet C

### Getting to the Discover Den:

1. Turn right from facing the accessible Blue Badge parking bays.
2. The entrance is the path located directly on from the accessible bays on your left-hand side.
3. Follow the gently left curving path along past the wooden fence on your right. There will be some trees to your left.
4. Directly ahead is the picnic area. The path then turns right. Follow the path round to the right to reach the entrance door at the end of the path. On the left-hand side of the path will be a bush, then a gate entering into the discovery den outside the activity area. Go past this to the door.
5. The accessible toilet is to your right as you enter the Discovery Den.





## Fire safety and emergency evacuation procedures

Standard evac procedures include provision for disabled visitors. All Kent Country parks have muster point locations at each site which will be suitable for all visitors.

All internal fire alarms are audible, no flashing lights.

## Assistance dog facilities

Assistance dog exercise facilities - dog friendly areas where dogs can be let off their lead.

Other assistance dog facilities - water bowls for assistance dogs. There is a tap for dog drinking water and bowls by the cafe.

## Dementia Friends trained

Brockhill Country Park is fortunate to be situated on the outskirts of Hythe, a Dementia Friendly Town. The ranger team are passionate about making the park as accessible to those living with Dementia as possible. This is considered whenever changes are made to the site, most recently new maps and signage were adapted to include natural waymarkers, with the aim of helping to orientate visitors. The Brockhill team are all Dementia Friends trained and look forward to making further adaptations as and when opportunities become available.



# Kent Country Parks



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