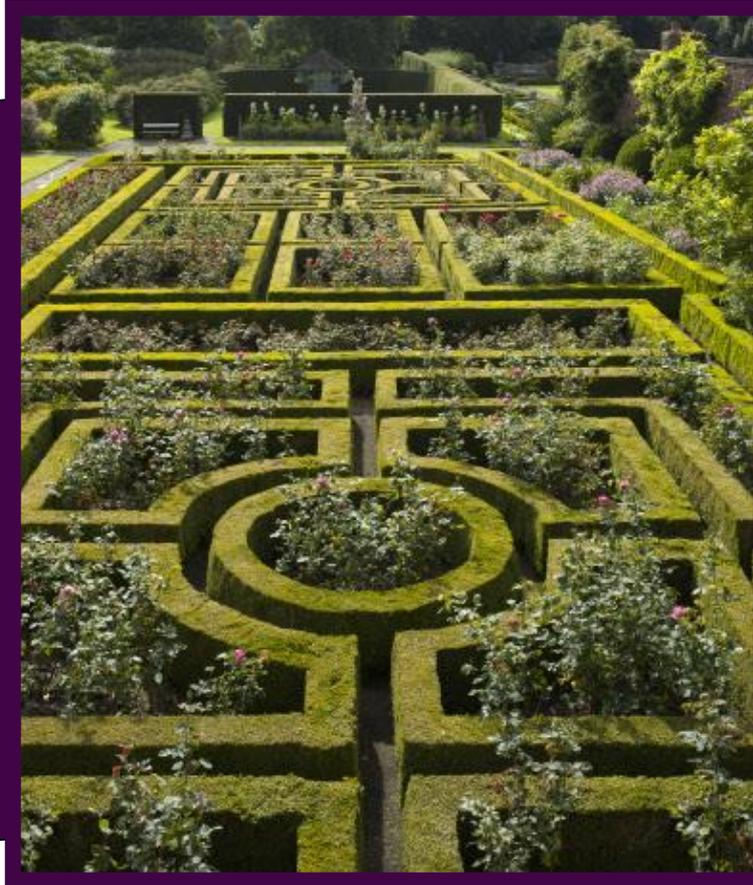


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Accessibility Needs Audit: Passport to your Future

‘Managing Historic Gardens’
Trainee Location: - Seaton
Delaval Hall

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Accessibility Needs Audit: Passport to your Future ‘Managing Historic Gardens’ Trainee

Location: - Seaton Delaval Hall

What will this accessibility audit tell you?

Part number	Information.
1.	Who are the target audiences for this property?
2.	Where will the trainee be working?
3.	A summary of the barriers to access at this property for the target audience.
4.	The objectives for this placement.
5.	A summary of the tasks to be carried out to achieve the objectives and the barriers to accessing these tasks for the target groups.
6.	The skills as specified in the Heritage Skills Passport and barriers to accessing these tasks for the chosen target group.
7.	General notes on access.

Who are the target audiences for this property?

1. Long Term unemployed
2. Education under achievers

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Where will the Trainee be working?

Property/ Properties: Seaton Delaval Hall

Seaton Delaval Hall is a heritage property with 18th century pleasure grounds and 20th century formal gardens. The gardens and estate cover a substantial area (about 20 ha) of mixed terrain including field, garden, woodland and pasture. Not all of these spaces are linked by path networks, but for those which are, the predominant paving material is block paving, gravel and grass. The landscape is fairly flat but there are some historical features such as the Parterre which are sunken and accessed via stone steps. The site can be fairly exposed in some areas and subject to strong north easterly winds. Access to the office and staff welfare facilities such as toilets and the kitchen is via a small set of stairs. However, there are outdoor toilets and a gardener’s refreshment area which could be adapted to be accessible to all.

The objectives for this placement are:-

A summary of what you will be doing.

You will be based at Seaton Delaval Hall and you will take a Heritage Skills Passport in ‘Managing Historic Gardens’. This passport will give you the skills to start a career path in looking after heritage gardens and bringing them to life with stories that offer people inspiring, enjoyable and memorable experiences of our places. You will learn skills from the expert team based at the property and will join courses run nationally through the Passport to your Future project.

The skills you will learn in the passport will depend on the opportunities at the property. (See ‘The information you will need before applying to be a Passport to your Future Trainee at Seaton Delaval Hall for more information about the opportunities that this property can provide).

What you will achieve:

1. Complete a Heritage Skills Passport in ‘Managing Historic Gardens’.
2. Learn the skills that are in the passport through
 - a. *On-the-job training from line managers, other staff and volunteers at the property and regional or central specialists.*
 - b. *Group training opportunities held nationally through the Passport to your Future Project.*
 - c. *Additional individual training.*

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- d. Internal and external job-shadowing opportunities.*
- e. Resources that will be made available to support your work and development.*
- 3. You will develop a training plan for the year with your Line Manager which will show how you are going to learn each of the skills in the Heritage Skills Passport.
- 4. You will create a plan with your Line Manager to show how you are going to develop personally. This will help you develop your self-confidence, help you become a better team player and help you to create good relationships with your team, visitors and the local community amongst other things.
- 5. You will complete the compulsory and optional skills and units in the Heritage Skills Passport.
- 6. You will have an action planning meeting with your Line Manager every month, where you will review the skills you have learned in the previous month and set your actions for the next month.
- 7. You will complete a portfolio to show evidence of how you have learnt each of the skills.
- 8. You will carry out an individual project which will be a new piece of work for the property and will help us engage with a new audience.
- 9. You will send a monthly report to the Passport to your Future Manager on your progress.
- 10. You will become a champion for the work of the National Trust and the Passport to your Future programme, both within your own community and the wider world.
- 11. You will carry out other tasks that are relevant to the placement.

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Below is a summary of some of the units that the trainee may carry out whilst at the property.

Managing Historic Gardens

- Work with different garden plants using hand held and powered tools.
- Cultivate, analyse and improve garden soil to support an array of shrubs, trees and flowers.
- Propagate our plant collection by seed and cuttings.
- Learn how to plant bulbs, trees, perennials and shrubs.
- Ensure the beautiful presentation of the garden by looking after our borders, paths and lawns.
- Get involved with written and verbal garden interpretation.
- Contribute to the recycling of garden waste using our compost system.
- Get involved in identifying and recording our plants and researching old garden documents for our archives.

Customer service:

- Work with the visitor reception team to welcome visitors.
- Work with visitor welcome team to give secondary welcome, help with orientation, advise visitors on how to get the most out of their day and distribute guided tour tickets.
- Attend customer service promise training.
- Learn about dealing with difficult situations.
- Assist with induction, training and co-ordination.
- Help in the Admin Office by answering telephone and e-mail enquiries.
- Help develop systems of collating and communicating daily messages.

Telling the story of the property.

- Learn about the property by attending guided tours and walks and shadowing the property team.
- Deliver introductory talks.
- Room and garden guiding.
- Create written interpretation where necessary
- Work with the events team on identified events and activities.
- Attend event planning group meetings
- Attend engagement planning meetings

Understanding your audience

- Learn about National Trust visitor segmentation.
- Recognise how to welcome different types of visitor and to adapt your recommendations and ways of communicating accordingly.
- Distribute and analyse comment cards and arkenford surveys.

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- Help further research and communications with visitors through the ‘Transforming the Visitor Experience Project’.

Working with volunteers

- Assist with volunteer recruitment and induction.
- Work with volunteers on a daily basis.
- Help with volunteer communications like the newsletter, operation updates and property manager’s question time.
- Lead a group of volunteers to perform a horticultural task.

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Please note:

An Access to Work grant helps pay for practical support so you can do your job. You may be able to apply if you have a disability, health or mental health condition.

The money you get can pay for things like:

- specialist equipment
- travel when you can't use public transport
- a communicator at a job interview

How much you get depends on your circumstances. It's only available in England, Scotland and Wales.

For more information see <https://www.gov.uk/access-to-work/overview>

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Summary of the barriers to accessibility at this property for this target audience:-

The tables below summarise for you the main issues for a trainee coming from the specified target audience.

It includes

1. Accessing the property;
2. General mobility issues;
3. The skills the trainee may be asked to learn
4. The tasks the trainee may be asked to carry out.



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Summary of the skills areas and units as specified in the Heritage Skills Passport; the barriers somebody from the target audience may face when doing these skills and the strategies we feel we can put in place to help overcome those barriers.

Skills area/ Unit	Barrier to accessing this skill	Strategy that can be put into place to overcome this barrier
<p>THE ROLE.</p> <p>The Trainee will be learning skills based around ‘Managing historic gardens’.</p> <p>To see the specific tasks that the trainee will be expected to do see the detail of the accessibility needs audit.</p> <p>(Available from Claire.poulton@nationaltrust.org.uk)</p> <p>A summary of the units in the Heritage Skills Passport are below:-</p>	<ul style="list-style-type: none"> • The Trainee will need to have the ability to understand and apply new concepts. • The Trainee will need a willingness to learn and will need to be committed to learning during the Passport to your Future year. • The trainee will need the ability to complete the Heritage Skills Passport; carry out the skills in the passport and work with the mentors to achieve the assessment criteria. • They will need to be able to absorb information and gain knowledge and skills. • We are aware that the trainee will lack confidence; experience and 	<ul style="list-style-type: none"> • The property will assess the trainee’s needs and barriers to doing the role at the individual accessibility needs audit before they take up the position and assess their training and support requirements. • A line management structure including a line manager; mentors to deliver the technical skills and a buddy to support the soft skills will be set up. • Appropriate training, coaching and mentoring will be provided to ensure a good level of practice and competency. • Appropriate learning styles will be identified and relevant teaching methods will be chosen. • Appropriate assessment techniques will be chosen for the trainee and the skill that is to be tested. • The property will implement a buddy support

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Skill area	Units.		
Induction			knowledge of the skills in which they are being trained.
The Basics	Health and safety		<ul style="list-style-type: none"> Quite a lot of information is in a written format and it is recognised that the trainee may have problems accessing and interpreting this.
	Property safety and security		<ul style="list-style-type: none"> The trainee will need basic numeracy skills.
	Marketing and promotion		<ul style="list-style-type: none"> The trainee will need to have the ability to understand and comply with instructions
	Digital marketing		<ul style="list-style-type: none"> The trainee will need the ability to communicate with others both through the written word and verbally with face to face contact.
	Understanding food strategy		<ul style="list-style-type: none"> There will be a certain amount of technical jargon and the trainee may experience language barriers.
	Customer Service		<ul style="list-style-type: none"> The Trainee may lack confidence and the skill to engage with visitors when they first arrive.
	Giving customers a positive impression of yourself and the National Trust		<ul style="list-style-type: none"> The Trainee will need to be able to gradually develop the confidence to communicate with our customers.
			<p>system, ensuring the buddy has the appropriate training and support</p> <ul style="list-style-type: none"> The property will need to think about language and information that is in a formal written format and will need to think about the most appropriate means of giving the information to the trainee. The property will need to think how to make jargon and complicated language easy and accessible. If the trainee needs to record information, the property will need to think about the most appropriate method. Staff will lead by good example, encouragement and will need to take small steps and will need to make sure that they do not overload the trainee with information! The staff will provide adequate supervision, guidance and mentoring from within the team for as long as necessary. The Trainee will be given the knowledge of where to go for help; will be encouraged to ask for help and will be given the open environment in which they feel they can ask for help. The trainee will be encouraged to ask questions and share ideas

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	Creating outdoor trails	<ul style="list-style-type: none"> The trainee may not know where to go or look for help or may lack confidence to ask for help or the trainee may be unwilling to ask for or admit to needing help. The trainee will need to understand the nature of hazards. The trainee will sometimes need the ability to respond quickly and under pressure The trainee will need to be able to take a certain level of responsibility. The trainee will be using computers and will need basic computer skills. There may be a number of physical challenges e.g. a number of staircases, slopes, steps and heavy doors. The trainee needs to be able to evacuate the building safely. The Trainee will need to be able to follow our values and behaviours The trainee will need dexterity so 	<ul style="list-style-type: none"> Appropriate tools will be provided for trainees needs Basic computer, literacy and mathematical training will be implemented if required, but a basic level of skill in these areas is required before the trainee starts. The trainee will need the desire to learn The property will need to choose, adapt and allocate appropriate tasks The Selection criteria will indicate the abilities and skills that are required in a trainee before they start. <ul style="list-style-type: none"> The ability to understand new concepts. A willingness and desire to learn A commitment to learning skills in Visitor Experience during the Passport to your Future year. The ability to complete the Heritage Skills Passport; carry out the skills in the passport and work with the mentors to achieve the assessment criteria. Ability to absorb information and gain knowledge and skills.
	Supporting guided tours		
	Conducting guided tours (level 3)		
	Planning and running an event and a workshop.		
	Telling the story of a property		
	Working with volunteers		
	Managing projects		
Managing historic gardens	Safety at work		
	Maintaining and using powered machinery and hand tools safely.		

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	Soil analysis; cultivation and preparation.		<p>they can handle tools safely.</p> <ul style="list-style-type: none"> • The trainee will need to have the willingness and the ability to get dirty and work outside 12 months of the year, sometimes in inclement weather. • The trainee will need to be able to lift heavy things, do physical work and will need the ability to use tools. • The trainee will need to be aware of the procedures to be followed when using tools on a public site. 	<ul style="list-style-type: none"> ○ The ability to access and interpret information in a written format. ○ Basic numeracy skills. ○ Ability to understand and comply with instructions ○ Ability to communicate with others both through the written word and verbally with face to face contact. ○ Need to be able to gradually develop the confidence to communicate with our customers. ○ Need to understand the nature of hazards. ○ Will need the ability to develop the skill to respond quickly and under pressure ○ The trainee will need to be able to take a certain level of responsibility. ○ The trainee will be using computers and will need basic computer skills although training can be provided. ○ The trainee needs to be able to evacuate the building safely.
	Planting of trees, shrubs, herbaceous perennials; bedding, containers and bulbs			
	Greenhouse work; Seed sowing and aftercare of bedding plants and vegetable seedlings			
	Propagation of softwood and semi ripe cuttings			
	Propagation of other plant material			

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	Complete flower border care throughout the year			<ul style="list-style-type: none"> ○ The Trainee will need to be able to follow our values and behaviours ○ The trainee will need a friendly approach to working with the public ○ Need to have good personal hygiene and presentation standards ○ The trainee will need to be able to access all areas of the garden
	Weed, Disease and Disorder identification and control			
	Complete weed control by hand and mechanical means.			
	Pruning of trees and shrubs			
	Vegetable production			
	Fruit production			
	Basic lawn care			
	Garden for wildlife			



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	Greener gardening			
	Maintenance of paths and other surfaces			
	Setting up; installing and maintaining interior plant displays			
	Identifying plants and trees			
	The National Trust plant database			
	Awareness of period design and planting			
	Beekeeping			
Personal skills	Developing personal work-related skills			

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Skills area/ Unit	Barrier to accessing this skill	Strategy that can be put into place to overcome this barrier	Funding required
<p>PERSONAL DEVELOPMENT.</p> <p>During the placement the trainee will work on developing themselves as a person. A personal development plan will be created by the Line Manager or Buddy and the Trainee. The trainee will be supported to work on these needs during the year.</p> <p>The skills that will be addressed will include:-</p> <ul style="list-style-type: none"> ✓ Demonstrate the NT values and behaviours. ✓ Work effectively in teams 	<ul style="list-style-type: none"> • The level of help with delivery will be dependent on the ability and needs of the individual trainee. • These personal development skills may well be new to any trainee who may have a very basic ability to carry them out at the beginning of the placement • The trainee will work with property staff, volunteers and the public, as well as internal and external contacts, both as individuals and groups. • The trainee may well lack the confidence, self-awareness, willingness, confidence and interpersonal skills required to open up to others to build relationships when they first 	<ul style="list-style-type: none"> • The skills and barriers the trainee has should be assessed at an Individual Accessibility needs audit, before the trainee takes up the position. • The property should implement a buddy support system which supports the trainee to develop personal development skills; enables the trainee to discuss any interactions and how these can be improved; or to help address issues that may be of concern to the trainee. • The buddy should have the appropriate training, coaching and mentoring skills required to ensure the trainee develops the required skills. • The trainee should have a good, appropriate induction to the team and the property to build confidence to work within 	<ul style="list-style-type: none"> • Funding for a tutor or support worker may be required • Obtain support from partner organisations who are supporting the trainee • Access to work funding for support worker if high level of support is required. • Technical / IT adaptation to aid use of equipment

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<p>(includes time management)</p> <ul style="list-style-type: none"> ✓ Demonstrate self-confidence and self-awareness ✓ Build and maintain effective relationships with others (includes networking) ✓ Communicate verbally and in writing ✓ Use basic information and communications applications effectively ✓ Take responsibility for your development ✓ Demonstrate commitment to your work ✓ Contribute proactively to your work 	<p>start.</p> <ul style="list-style-type: none"> • We need to be aware that specific disabilities or language barriers may make relationship building a challenge • Written and oral communication is going to be integral to the role. The trainee will need to learn how to communicate formally and informally, verbally and in writing with a wide range of people, both internally and external to the organisation. • They may not be able to express themselves verbally and therefore lack confidence. • The trainee will need to be able to understand and access written material and IT. Training can be provided according to individual ability and required needs. • If the trainee is meeting 	<p>the team and to understand the appropriate systems and ways of working</p> <ul style="list-style-type: none"> • Appropriate coaching, mentoring and training from staff and volunteers will ensure the trainee develops the required skills and reaches an appropriate level of competency. • The Trainee should have time to develop newly learned skills and an opportunity to practice these skills. • The property should ensure the trainee is supported and encouraged by staff and volunteers • The property should ensure that staff and volunteers pass on experience and knowledge so that the trainee feels more confident within the team. • There should be awareness within the property team that appropriate actions and behaviour need to be implemented to support the trainee. • Coach the volunteers and staff to 	
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	<p>people outside the immediate staff team, they may encounter people who do not understand the background of the trainee and how to relate to them. This may include prejudice or reactions to specific behavioural traits.</p> <ul style="list-style-type: none"> • The trainee will need to learn to think for themselves and will need the ability to recognise, analyse and solve a problem. • They will need to learn to manage their own time and workload effectively. • The trainee will need a basic level of numeracy although it is accepted that the trainee may lack confidence working with data • The candidate will need to have a willingness to learn and will need to be committed to learning during the 	<p>implement appropriate behaviour</p> <ul style="list-style-type: none"> • If the trainee is to go outside the staff team, appropriate support should be put in place. • The management support system should ensure that the trainee is aware of appropriate values and behaviours and that they have that reinforced. • The National Trust should put in appropriate software and hardware to enable the trainee to perform appropriately. • A Support worker may be required to help improve skills with communicating orally and through the written word if English is not a first language or if there are other specific needs. • If required, a trainer or support worker should be brought in to develop other skills to bring the trainee to an appropriate level of competency • The trainee should be given the opportunity to job shadow appropriate 	
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	<p>Passport to your Future year.</p> <ul style="list-style-type: none"> • They will need to be able to absorb a certain amount of information and gain knowledge and skills. • They will need to be flexible and willing to accept change. • We need to accept that there may be a lack of experience; knowledge and awareness of how to do this at first; there may be a problem with adapting and tolerating other people’s movements and timing. • The trainee will need to take a certain level of responsibility. • There may be a lack of awareness from the trainee that they do not have appropriate interpersonal skills and how their behaviour affects others, which leads to negative responses from others, leaving the trainee 	<p>roles and specialist staff</p> <ul style="list-style-type: none"> • Partner organizations should be encouraged to provide training before and during the traineeship to ensure National Trust staff have the skills to provide an appropriate level of support and to ensure the trainee has a positive experience. • There should be open and clear communication with positive feedback when the trainee does well and good planning • The property should choose appropriate tasks that boost confidence and employ a positive team environment and make sure the structure is in place to support the candidate to achieve. • Appropriate learning techniques should be established and put in place for the trainee • If the trainee has a physical disability, the staff team should be made aware of the abilities and limitations. • There should be clear instructions for the trainee so they understand exactly what 	
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	<p>with indented self-confidence.</p> <ul style="list-style-type: none"> • The property is very busy at times, both in terms of property team and visitors. The trainee needs to be able to adjust to the pace of this, particularly in making effective relationships with visitors. • If the trainee has a physical disability then IT equipment may need to be modified 	<p>they and the team have got to achieve.</p> <ul style="list-style-type: none"> • Appropriate ways of communicating and working for the trainee should be established. • The trainee should be given the time to develop and build up confidence and they should be taken through processes in small steps • There should be openness with team members so that tasks and roles can be delegated based upon abilities. Investigate whether the partner organizations can give appropriate staff training. • The trainee would have support if they had to network outside the team. • There should be clear and concise agreement of expectations • The Selection criteria will indicate the abilities and skills that are required in a trainee before they start. <ul style="list-style-type: none"> ○ Potential to work effectively 	
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		<p>within a team</p> <ul style="list-style-type: none"> ○ Potential to work in and around large groups of people ○ Able to work in a public environment where people ask questions. ○ Basic written and verbal communication skills with the potential to develop more sophisticated skills. The potential to adapt these communication skills for each circumstance and audience. ○ Willingness to use technology and learn new systems and applications ○ Commitment to personal development ○ Willingness to work hard to succeed and show commitment and motivation to the role 	
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		<ul style="list-style-type: none">○ A willingness to learn and show a commitment to learning during the Passport to your Future year.○ Able to absorb a certain amount of information and gain knowledge and skills.○ Demonstrates reliability○ Shows the potential to develop initiative and plan ahead○ Able to manage their own time and workload effectively.○ Able to learn to think for themselves and have the ability to recognise, analyse and solve a problem.○ Flexible and willing to accept change.○ Able to take a certain level of responsibility.	
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		<ul style="list-style-type: none">○ The property is very busy at times, both in terms of property team and visitors. Trainee needs to be able to adjust to the pace of this, particularly in making effective relationships with visitors.	
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The table below sets out the main access issues for this property.

Access issue	Barrier to accessing	Strategy that can be put into place to overcome this barrier	Funding required
Transport	If the trainee has any mobility difficulties then this will need to be discussed and parking needs addressed.	Trainee to work with property team to devise a plan.	
	<p>Seaton Delaval Hall has one multi-purpose car park. There are three disabled parking bays next to the visitor reception area and a ramp to access the rest of the site.</p> <p>There is a four bay staff parking area to the North side of the Parterre. This is allocated on a first come first served basis and access to the office is across a gravel and soil walkway, approximately 100m in distance. This walkway can be extremely muddy and slippery at certain times of the year.</p> <p>Parking in the West Wing courtyard is available on days we are closed to the public. This consists of</p>	<p>Assess the trainee’s skills at the individual accessibility needs audit before they take up the position and assess their access requirements.</p> <p>Trainee to work with the property team to devise a plan.</p>	

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	<p>hard standing and pea gravel and is only 10m away from the office entrance.</p>		
	<p>The main car park is around 400m from the central courtyard staff entrance to the west wing of the mansion. The walk from the car park to the house incorporates a variety of surfaces including gravel, pea gravel and block paving. There are also 5 or 6 steps or a ramp to navigate at the main entrance.</p> <p>This walkway is fairly level but with a very slight incline towards the main offices</p> <p>The gardeners meeting area is in or around the west wing offices. The tool shed and gardener's refreshment area is located in the outbuildings around the west wing courtyard.</p>	<p>Assess the trainee's skills at the individual accessibility needs audit before they take up the position and assess their access requirements.</p> <p>Trainee to work with the property team to devise a plan.</p> <p>The trainee can be met by member of staff on the first day.</p>	
	<p>The best way to access the site via public transport is by bus. The X4 runs between Blyth and Newcastle, via Gosforth and stops directly in front of the hall. This runs in either direction, every half hour.</p> <p>The 308 runs from Seaton Sluice (approximately 1 mile) to Blyth and Newcastle, via Whitley Bay. This</p>	<p>Staff and volunteers could help the trainee access buses in Seaton Sluice if required.</p> <p>Cyclists would be able to leave their bike in the west wing outbuildings.</p>	

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	<p>runs more frequently. (every 15 minutes)</p> <p>There is bike parking available in the main car park, next to visitor reception.</p>		
<p>Circulation routes</p>	<p>The route from the car park to the property is clearly signed.</p>	<p>The trainee will be met by a member of the team on the first day.</p>	
	<p>Existing pathways in the garden and grounds are fairly level. They are made from a variety of materials including gravel, hard standing, grass, block paving, pea gravel and concrete. Some surfaces are easier to walk on than others.</p> <p>Some areas of the garden and grounds do not have existing pathways to them</p> <p>Tool shed area is heavily flagged</p> <p>Due to the historic nature of the site, some work area routes contain steps.</p> <p>Offices, toilets and staff kitchen area are located up a few small steps.</p>	<p>Where possible, alternative routes could be used.</p> <p>There are some accessible outdoor toilets located next to the west wing courtyard.</p> <p>We will work with the appropriate support group where necessary.</p> <ul style="list-style-type: none"> ○ The trainee will need to be able to access garden areas. 	

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	All paths are wide enough to accommodate wheelchairs and individuals with walking sticks		
Entrance	<p>The offices are accessible via a few small steps.</p> <p>Entrance to the tool shed is heavily flagged and quite uneven.</p> <p>Entrance to the garden is level and via a gravel path way.</p> <p>The visitor reception is fully accessible for the garden and grounds by a ramped, wooden walkway.</p>	<p>Assess the trainee’s skills at the individual accessibility needs audit before they take up the position and assess their access requirements.</p> <p>Trainee to work with the property team to devise a plan.</p>	
	<p>The Admin Office is manned Monday to Friday, 9am to 5pm. At weekends, the office is manned sporadically.</p> <p>Other staff and departments have phones and mobile phones.</p> <p>There is a phone list available to all staff.</p> <p>The property has an admin e-mail account.</p>	<p>The trainee would be given the phone list, including mobile phones.</p> <p>All phones have answer machine service.</p>	

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	Most staff have an e-mail account.		
	There is no intercom at the property. Radios are used to communicate across the site.	A member of staff will be available to meet the trainee on their first day	
	The doors are fairly light and easy to push open. All entrances to the main building are protected by a key code.	Trainees will be given instruction on how to use the key code system on the first day.	
	The reception area is easy to find.		
	There will be business support to meet and greet the new trainee on the first day. They will be able to contact the line manager of the trainee by radio.		
Toilets	There are accessible toilets in the west wing courtyard and in the grounds to the east of the	All welfare facilities will be identified to the trainee on the first day.	

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	property.		
‘Work rooms’	There are no Induction Loops at the minute.	One could be purchased for the trainee if required.	
	Due to the nature of the work, a support worker for the trainee could easily be accommodated.		
	Chairs are available with and without arms – some people need chairs with arms to assist getting in and out of a chair. The chairs are height adjustable.	One could be purchased if necessary.	
	If working in a shared space, the property will make sure that colleagues are aware that the trainee may need to ask lots of questions initially and the environment may be noisier than they might be used to.		

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	<p>The trainee will have a DSE assessment to make sure the desk setup is appropriate for them.</p> <p>The trainee would have access to a ‘hot’ desk, which is used by other staff and volunteers.</p>	<p>National Trust has Work Station Assessment documentation that needs to be done on first day.</p> <p>Specific times every week would be allocated for the trainee to use the hot desk.</p>	
<p>Risk awareness</p>	<p>There are risks at the property that the trainee needs to be aware of.</p> <p>Trainee needs to be able to understand and be able to proficiently complete the health and safety procedures at the property such as fire and evacuation procedures, personal safety, visitor safety and security.</p>	<p>Assess the trainee’s skills at the individual accessibility needs audit before they take up the position and assess their training requirements</p> <p>Make trainee aware of risks</p> <p>Trainee will be made aware of the Seaton Delaval Hall Site Risk Assessment documentation.</p> <p>Trainee will be coached and mentored and made aware of risk assessments associated with a task as required.</p>	

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	<p>The trainee will need an individual risk assessment, taking account of specific needs,</p>	<p>Assess the trainee’s skills at the individual accessibility needs audit before they take up the position and assess the risk assessment that needs to be created</p>	
	<p>There is the possibility of staff changes happening at the property during the year.</p> <p>There will be building and landscape projects happening throughout the year.</p> <p>Opening and closing times vary throughout the year.</p>	<p>Assess the trainee’s skills at the individual accessibility needs audit before they take up the position and assess their training requirements.</p> <p>Reassurance.</p> <p>Appropriate induction familiarizing trainee with new staff and expectations and potential changes.</p> <p>Small steps with respect to change.</p> <p>Risk assessments will be produced where necessary and appropriate coaching and mentoring of the trainee will be carried out.</p>	

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	It is possible that the trainee may not have an awareness of risk and danger.	<p>Selection criteria</p> <ul style="list-style-type: none"> ○ Awareness of risk and danger. <p>Appropriate supervision.</p>	
	The trainee may be designing work which asks the audience to take risks.	<p>Assess the trainee’s skills at the individual accessibility needs audit before they take up the position and assess their training requirements.</p> <p>Appropriate coaching and mentoring.</p>	
Additional information	If members have guide or hearing dogs, they need to be provided with appropriate facilities, for example bowls of water. The trainee will need time to take the dog out during breaks in their day.	Dog friendly team. Several members of staff own dogs and walk and feed them on site.	

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	<p>It is important that emergency procedures allow for the safe evacuation of everyone.</p> <p>Fire alarms are audible but not visible in all locations.</p> <p>In spaces where the individual may be on their own, (toilets) there are strobes.</p>	<p>Assess the trainee’s skills at the individual accessibility needs audit before they take up the position and assess their training requirements.</p> <p>Appropriate training for other staff.</p> <p>In areas where there are no strobes, the trainee would have support from other members of staff.</p>	
	<p>Someone will be available to support the evacuation of the trainee if they are unsure what to do when people around them start to evacuate.</p> <p>Trainee not always based in same location.</p>	<p>Assess the trainee’s skills at the individual accessibility needs audit before they take up the position and assess their training requirements.</p> <p>Appropriate training for other staff.</p>	
	<p>First aid provision is available. We have a number of first aiders and first aid points are available in a number of locations.</p>		
	<p>Emergency services can be contacted if needed.</p> <p>Emergency contact lists on site.</p>		