Access Statement for RSPB Titchwell Marsh

Introduction

RSPB Titchwell Marsh is situated on the North Norfolk Coast and offers visitors gentle walks and the chance to get close to nature. Big skies, a fabulous sandy beach, bird-filled reedbeds, and lagoons and marshes are all tucked away inside Titchwell’s treasure trove of natural delights. The Visitor Centre, shop, cafe and accessible toilet are all on the ground level.

The approach road to the reserve is on a level tarmac surface. All major paths are level and made of compacted aggregate or board walk, however it is important to be aware that the path through the dunes to the beach is a sandy dirt track and will be difficult for visitors with limited mobility. Four hides are provided. Further details about the reserve and what you can see and do can be found on our website: www.rspb.org.uk/titchwellmarsh

We look forward to welcoming you. If you have any queries or require assistance please phone 01485 210779, or email titchwell@rspb.org.uk.

Pre-arrival

- For a map and directions of how to reach us, please see the ‘How to get here’ section of our website, which has a link you can use with sat-navs. Alternatively you
can plan your journey by public transport or car using Google maps – simply enter your postcode and ours (PE31 8BB) to get directions.

- The nearest railway is King’s Lynn station, which is 22 miles (35 km) away. There is a taxi rank 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 210 metres from the entrance to the reserve – ask the driver for the stop outside Titchwell Marsh. There is no shelter or seating at this stop. All buses can accommodate one wheelchair. The Coasthopper bus runs between King’s Lynn and Cromer once every hour, 7 days a week. For a full timetable see www.coasthopper.co.uk.
- The approach road to the reserve entrance is a hard level surface and there is no pavement, so please be aware of traffic when walking on this road. The main road outside the reserve has no pavement, only a rough gravel track on an uneven grass verge.
- The Visitor Centre and shop are open daily from 9am – 5pm (November – February closes at 4pm) except Christmas Day and Boxing Day. The servery opens daily from 9am – 5pm (November – February closes at 4pm) except Christmas Day and Boxing Day.
- We welcome registered assistance dogs.
- Entry to the reserve and the hides is free. There is a facility charge of £5.00 per car for non-members who use our facilities. RSPB members and visitors arriving by public transport, cycle or on foot can enter free of charge.

Car parking facilities and arrival
Eight Blue Badge parking spaces are provided 130 metres from the Visitor Centre entrance.

The car park with 120 spaces is a short walk along a gravel path from the Visitor Centre. Charges are £5.00 per car for non-members and free to RSPB members.

The car park surface is bonded gravel.

The car park is not lit at night.

There is an entrance at the front and back to the Visitor Centre – both have shallow slopes.

The entrance doors are manual, outward-opening light doors without a threshold. The main entrance door has a clear door opening width of 1300mm (51.2 inches). The entrance to the back of the building has a clear door opening width of 1275mm (50.2 inches).

**Visitor Centre**

Front entrance to the Visitor Centre

Visitor Centre back door
• The Visitor Centre can be accessed by double doors by a shallow slope. The floor is level throughout and tiled. There is no seating available. The area is well lit with ceiling spotlights.
• Magnifying glasses, pens and pads of paper can be provided if required and a member of staff is always available when the Visitor Centre is open.
• There are two manual push-wheelchairs available to use on the reserve free of charge.
• Binoculars can be hired from £3.00 for the day from the reception desk.
• All information displayed on the walls are in clear print format with good colour contrast.
• Information about events throughout the year can be found in our events leaflets, or by asking a member of staff.

Nature trails

• The reserve has three trails which are signposted:
  ▪ The West Bank path is a 1200m linear path to the beach which takes around 60 minutes to complete. The path is flat with a surface of rolled sand and gravel. The majority of this trail is flat but there is a short, steep slope over the sea defence bank near the beach. The path is very rough after the bank, and there is a steep, rough dirt track leading from the main path to the sand dunes.
  ▪ The Fen Trail is a 200m path and takes around 10 minutes to complete. There is a firm, flat gravel path leading to a section of boardwalk. The boardwalk has a non-slip covering and kickboards along the edge.
- The Meadow Trail is a 100m boardwalk that links the Fen Trail to the West Bank path. This takes approximately 5 minutes to complete. The boardwalk has a non-slip covering and kickboards along the edge.
- All boardwalks are wide enough for one wheelchair, measuring 1114mm (43.9 inches) in width. Lay-by areas are available for passing.
- Wooden benches with back support and arm rests are available at intervals along all of the trails.
- Information boards about the wildlife on the reserve can be found on the trails. These all contain text in a clear print format and illustrations which can be seen from a child’s eye/seated position.
- Staff and volunteers can be found on the trails to help with information.
- A map of trails is available at the reception desk or alternatively can be downloaded from www.rspb.org.uk/titchwellmarsh.

Viewing facilities

There are four hides around the reserve.

- Fen Hide can be accessed by a ramp with a gradient of 1:30 off the boardwalk. The door has a clear opening width of 860mm (33.8 inches) and is opened by a door handle situated 1090mm (42.9 inches) from the ground.
  - The windows are large and can be opened using simple winding mechanisms for the bottom windows and a pulley system for the top windows.
  - There are fixed and non-fixed stools which are height adjustable, ranging from 410 – 610mm (16.1 – 24 inches) in height.
- Island Hide can be accessed by a shallow slope and has two entry doors. The clear door opening width is 830mm (32.7 inches) with latches 930mm (36.6 inches) from the ground.
  - Simple wooden benches are provided; some are fixed and some are moveable. There are two floor-to-ceiling windows offering maximum viewing opportunities. The viewing slots are covered by wooden flaps which are fairly heavy to lift and are kept open by latches which are difficult to reach from a seated position.
- Both Parrinder North and Parrinder South hides are spacious, modern and level throughout.
  - Parrinder South hide has two sets of steps down to the entrance, with 10 steps in total. There is also a ramp to access this hide. Parrinder North hide is similarly accessible via two sets of steps and a ramp. The doors to both Parrinder hides have clear door opening widths of 865mm (34 inches) and level handles 1000mm (39.4 inches) from the ground.
  - The Parrinder hides are large, family-orientated hides with both fixed and moveable seating. The seats are simple height-adjustable stools; the windows
are large and can be opened using a simple winding mechanism for the bottom windows/pulley system for the top windows.

- Information on wildlife and events are provided. Some information is matt encapsulated, some are laminated in a glossy covering. All information is in a clear print format.

**Public toilets**

- Visitor toilets are located next to the car park, 200 metres from the Visitor Centre. There is a slight slope to the entrance but then level throughout.
- These toilets have a unisex accessible toilet located between the ladies’ and gents’ toilet blocks.
  - The door has a clear opening width of 865mm (34 inches). The transfer space is 750mm (29.5 inches) wide to the left of the toilet, when facing the toilet. Toilet height is 440mm (17.3 inches) from the floor.
  - One horizontal and one vertical rail to the right of the toilet, and a drop down rail to the left of the toilet, when facing the toilet.
  - No emergency alarm.
  - Well lit with fluorescent lighting controlled by a pull cord.
  - Tiled floor.
  - Rotating level taps on the sink.
  - Baby changing facilities are provided.

![The adapted toilet.](image)

**Catering**

- Our servery serves a selection of hot and cold food and drinks, snacks and locally-made cakes. The catering hatch is situated next to the Visitor Centre.
- Entry is step-free through double doors with a clear door opening width of 1440mm (56.7 inches). Tables are well spaced apart, with a clear height from the floor of 749mm (29.5 inches) and easily moveable chairs which have a seating height of 424mm (16.7 inches) from the floor.
- There is a slight slope up to the entrance doors. For people sitting outside refreshments are served through the hatch, which is 1000mm (39.4 inches) from the floor.
- Where possible all our food is locally sourced. Smaller portions are available and we do our best to cater for all dietary requirements. It is advised that you contact us in advance to check any specific requests you may have.
- The seating area inside is well lit with spotlights.
- The floor is a rubber covering with grip.
- The servery is self-service, however staff can assist on request. Staff can read out the menu and help carry purchases to tables if needed.
- Crockery is colour-contrasted with the table.
- The nearest visitor toilet with an accessible WC is located in the car park, approximately 200 metres from the cafe.

**Shop**

- Situated in the Visitor Centre, the shop is level throughout.
- A large selection of optics, books, bird feeders and gifts.
• There is a promotional video with quiet sound playing in the background.
• The display racks are variable in height.
• Staff and volunteers are happy to provide assistance.

Picnic area

• Two picnic areas are provided: outside the Visitor Centre are 5 picnic tables and one bench – all are wheelchair accessible. 60 metres from the Visitor Centre toward the car park is a second picnic area with 3 benches and 4 tables, with space for wheelchair access.
• Sandwiches and drinks are available from the servery, however visitors are free to bring their own refreshments with them for picnics.

The picnic area near the car park

Additional information

• Registered assistance dogs are welcome and a water bowl is available outside the Visitor Centre.

Future plans

• Improvements to the toilets to improve accessibility.
Contact information

Address: RSPB Titchwell Marsh,
   Titchwell,
   King’s Lynn,
   PE31 8BB
(Grid reference: TF750438)

Telephone: 01485 210779

Email: titchwell@rspb.org.uk

Website: www.rspb.org.uk/titchwellmarsh

Hours of operation: The reserve is open every day of the year. The Visitor Centre and shop are open daily from 9am – 5pm (closing 4pm November – February), and closed on Christmas Day and Boxing Day. The cafe is open daily from 9am – 5pm (closing 4pm November – February) and also closed Christmas Day and Boxing Day.

Local accessible taxi service: There are several local taxi firms including Steve’s Taxis which have vehicles suitable for wheelchairs. Their contact number is 01485 540019.