



giving  
nature  
a home

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 RSPB Titchwell Marsh



### Introduction

RSPB Titchwell Marsh is situated on the North Norfolk Coast offering gentle walks and a great chance to get close to nature. Big skies, a fabulous sandy beach and bird-filled reedbeds, 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 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 short boardwalk to the beach is often sandy and access may not be possible 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/titchwell](http://www.rspb.org.uk/titchwell)

We look forward to welcoming you. If you have any queries or require any assistance please phone 01485 210779 or email [titchwell@rspb.org.uk](mailto:titchwell@rspb.org.uk).

## Pre-Arrival



The road leading to the car park and entrance



Entrance to the reserve from the main road

- For a map and directions of how to reach us please see the 'How to get here' section on our website, which has a link for sat navs. Alternatively, you can plan your journey by public transport or car using [www.transportdirect.info](http://www.transportdirect.info); simply enter your postcode and ours, which is PE31 8BB to get directions.
- The nearest railway station is King's Lynn station, which is 22 miles/35km 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 meters 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 coast hopper bus runs between King's Lynn and Cromer once every hour, 7 days a week. For a full timetable see <http://www.coasthopper.co.uk/>
- The approach road to the reserve entrance is a hard level surface, there is not a pavement but the road is quiet. The main

road outside the reserve has no pavement and the grass verge is uneven and rough.

- The visitor centre and shop are open daily from 9.30am – 5pm (November to February closes at 4pm) except Christmas Day and Boxing Day. The cafe is open daily from 9.30 – 4.30pm (November to February closes 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 £4 per car for non-members who use our facilities. RSPB members and visitors arriving by bus, cycle or on foot are free of charge.

### Car Parking Facilities and Arrival



- Eight Blue Badge parking spaces are provided 130 meters 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 £4 per car for non RSPB 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 visitor centre



Back door to visitor centre

- 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 whilst the visitor centre is open.
- There are two manual pushed wheelchairs available to use on the reserve free of charge.
- Binoculars can be hired for £2.50 for the day plus a deposit of car keys whilst the binoculars are in use. Small binoculars for children can be borrowed for free.
- 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 and by asking a member of staff.



The reception desk

## Nature Trails

- The reserve has three trails which are signposted:
  - The West Bank Path is a 1,200m 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 before the boardwalk to the beach viewing platform.
  - The Fen Trail is a 200m and takes around 10 minutes to complete. There is a firm, flat gravel path leading to a section of boardwalk. The boardwalk has a covering of wire to stop slipping.
  - 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 is covered in wire to stop slipping.
- 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 arms 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 the trails, is available at the reception desk or alternatively can be downloaded from [www.rspb.org.uk/titchwellmarsh](http://www.rspb.org.uk/titchwellmarsh)

## Viewing Facilities

There are 4 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 twist knob 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 is a mix of 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 in this hide are covered by wooden flaps. These are fairly heavy to lift and are kept open by latches which are difficult to reach from a seated position.
- Our new Parrinder Hides are spacious modern and all level throughout.

- Parrinder Hide South has two sets of steps down to the entrance with 10 steps in total, alternatively, a ramp is available. Parrinder Hide North is also accessed by a ramp or two sets of steps. The doors to both Parrinder Hides have clear door opening widths of 865mm/34 inches and there are lever handles 1000mm/39.4 inches from the ground.
- The Parrinder hides are large, family orientated hides with a mixture of fixed and moveable seating. The seats are simple stools which are height adjustable. The windows in both hides are large and can be opened using a simple winding mechanism for the bottom window and a 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.
- The beach viewing platform at the end of the West Bank Path. Is on a raised wooden platform often covered with sand due to erosion of the dunes which can make access difficult. We are currently investigating ways to improve the situation.

## **Public Toilets**

- Visitor toilets are located next to the car park, 200 meters from the visitor centre. There is a slight slope to the entrance but then level throughout.
- These toilets have a unisex accessible toilet.
  - 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 rail and one vertical rail to the right of the toilet when looking at the toilet. There is also 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 lever taps on the sink.
- Baby changing facilities are provided



The adapted toilet

## Catering

- Our café 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 640mm/25.2 inches with simple moveable benches which have a seating height of 455mm/ 17.9 inches from the floor.
- There is a slight slope up to the entrance doors. For people outside the building, refreshments can be served through a hatch which is 1000mm/39.4 inches from the floor.
- Where possible all our food produce is locally sourced. Smaller portions are available and we do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have.
- The seating area is well lit with spotlights.

- The floor is a rubber covering with grip.
- The cafe is self-service; however, staff can assist on request. Staff can read out the menu if required and help any purchases to tables.
- Crockery is colour contrasted with the table.
- The nearest visitor toilet with an accessible WC is located in the car park, approximately 200 meters 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 1 bench with all tables providing wheelchair access.
- 60 m from the visitor centre toward the car park is a second picnic area with 4 benches and 3 tables with space for wheelchair access
- Sandwiches and drinks are available from the cafe; however, visitors are free to bring their own refreshments with them for picnics.



### **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 and provision of baby changing facilities.

### **Contact Information**

Address (Inc postcode): RSPB Titchwell Marsh, Titchwell, King's Lynn, Norfolk, PE31 8BB

Telephone: 01485 210779

Email: [titchwell@rspb.org.uk](mailto:titchwell@rspb.org.uk)

Website: [www.rspb.org.uk/titchwell](http://www.rspb.org.uk/titchwell)

Grid Reference: TF750438

Hours Of Operation: The reserve is open every day of the year. The visitor centre and shop are open daily from 9.30am to 5pm (closing at 4pm from November to February). They're closed Christmas Day and Boxing Day. The cafe is open daily from 9.30am to 4.30pm (closing at 4pm from November to February). It's also closed Christmas Day and Boxing Day.

Local Accessible Taxi: There are several local taxi firms including Steve's Taxi Service which has vehicles suitable for wheelchairs. Their phone number is 01485 540019.