



Accessibility Guide for RSPB Leighton Moss

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Welcome

Leighton Moss boasts the largest reed bed in north-west England and is home to a wide range of spectacular wildlife including bitterns, otters, bearded tits, marsh harriers and red deer. Sitting within the Arnside and Silverdale Area of Outstanding Natural Beauty and on the edge of Morecambe Bay and the Lake District National Park, the reserve is in a stunning location.

The visitor centre and reserve are open all year round (except Christmas Day)

The Visitor Centre facilities offer a shop that stocks a wide range of birdcare and gifts; a café that serves main meals, snacks, cakes and hot and cold drinks. The toilets are situated in the visitor centre and includes an accessible toilet and baby changing area.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Visitor Centre Welcome hut
 - Visitor centre toilets
 - Visitor centre shop
 - The Holt (Education and Event space)
 - Hideout
 - Pond dipping platform

- There is level access from the car park to:
 - Garden picnic area
 - Woodland picnic area
 - Pond dipping picnic area
- The hide entrance has level access.

Access with steps

- There are steps from the main entrance to:
 - Dining Table

Hearing

- Some staff have disability awareness training.

Visual

- The menu is in large print.

General

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- Some staff have disability awareness training.

Getting here

RSPB Leighton Moss, Myers Farm

Storrs Lane, Silverdale

Carnforth

LA5 0SW

Travel by public transport

- You can get to RSPB Leighton Moss by bus and train.
- The nearest bus stop is on Storrs Lane, directly across the road from the visitor centre. The bus stop is 0.0 miles / 0.0 km from RSPB Leighton Moss.
- The nearest train station is Silverdale. The train station is 0.2 miles / 0.3 km from RSPB Leighton Moss.

Travel by taxi

- You can get a taxi with Arnside Taxis by calling 01524 761938.
- You can get a taxi with Brantwood by calling 01524 762 310.
- Taxis are not readily available at the station. If you require a taxi you will need to book this in advance.

Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is no designated drop off point, but we are happy for visitors to drive into the disabled car park and drop visitors at the entrance to the centre, within 10 metres of the entrance doors. From the car park to the entrance, there is level access. The route is 2000mm wide, or more.
- All the details about the car park relate to the disabled car park. The main car park is across the road from the visitor centre, it is approximately 150m from the visitor centre

entrance. From the main car park there is level access, there is a slope, the surface is loose gravel. The route from the car park to the visitor centre is 600mm wide at the narrowest point.



Disabled car park parking bays showing car parked with hard standing next to bay in front of visitor centre



Disabled car park parking bays without cars showing hard standing for disabled visitors to use

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1680mm wide, or more.

Main entrance

- The main entrance has level access.
- The door is 1680mm wide.
- The main door is side hung and manual.
- The main entrance is 2 glass doors which can be pushed or pulled open. These doors are usually propped open (except in cold weather). There are always RSPB team members around who can provide assistance if required.

The Visitor Centre is open 9.30am-5pm daily (we close at 4pm in December and January), we close on Christmas Day. The nature trails are open 24 hours a day, except Christmas Day.

We welcome assistance dogs in the Visitor Centre and on the nature trails. Water bowls for dogs are provided at the rear of the Visitor Centre

Dogs can come through the visitor centre (not in the cafe) and are permitted on the Causeway, which is a public right of way and the designated dog friendly route. Dogs are not permitted elsewhere on the reserve due to the sensitive wildlife.



Visitor centre main entrance showing glass doors opened and no step access plus entrance charge sign

Getting around inside

Lift

- We have 1 lift.
- You can get a lift to all floors.

Chair lift to café

- The lift is a chairlift.
- The chair lift is a Stannah lift with controls to move the lift up and down the stairs on the chair itself, and also on the wall at the top and bottom of the stairs. The lift user needs to be able to get themselves into the lift seat. RSPB team members are on hand to assist with the operation of the lift. A wheelchair available at the top of the stairs which can be used to get around the cafe. Please as a member of staff if you need to use this wheelchair.



Stannah stair lift for access from ground floor to cafe on first floor



Stannah stair lift at bottom of stairs to cafe ready to use

 [Ticket/ information desk](#)

[Visitor Centre Welcome hut](#)

- From the main entrance to the desk, there is level access. The route is 1680mm wide, or more.
- The Welcome Hut is located outside the visitor centre, before you go through the main entrance. There isn't a "desk" as such, the Welcome team will approach visitors

and speak to them on the ground outside. We have a gazebo to provide some protection to visitors in bad weather.

The Welcome is staffed by friendly RSPB staff and volunteers, who can give you information, read out any literature and provide assistance if required.

Two Trampler scooters (pre-booking is recommended) are available for use around the reserve. These are free to hire but donations towards their upkeep are welcomed. These vehicles can access most of the reserve, except the path to Lower Hide. The Trampers should not be taken into the hides. There is room to park the vehicles outside the hides. Visitors are welcome to use their own wheelchair and mobility vehicles.

Binoculars are available for hire. We also hire out pond dipping kits for families during the spring and summer. There are a variety of events and activities available throughout the year. We make every effort to make these events accessible, and adapt them where possible on request, however some do take in 'off trail' areas on the reserve which visitors with limited mobility may find difficult: please ask staff for more details of events, including accessibility.



Visitor welcome hut showing information table

Things to See and Do

- We have a complimentary ticket policy for personal assistants.

Public toilet

Visitor centre toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 860mm wide, or more.
- The toilet door is 850mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 500mm at the side of the toilet. There is 900mm in front of the toilet. The toilet seat is 450mm high. The toilets have handrails.
- Simple lever lock on inside of door, large and easy to operate.

Wash basin on side wall

Tap with running water, lever type easy to operate (not

pressure taps)

Soap dispenser and hand drier and toilet paper holder with toilet paper, within reach to side of WC

Sanitary waste disposal bin

Emergency alarm button, push to activate and pull to deactivate, at low level so can be reached from wheelchair or floor

There is a baby changing table and nappy waste disposal bin in the accessible toilet.



Visitor accessible toilet from outside showing door, toilet and transfer space to left of toilet



Visitor accessible toilet showing toilet and sink, plus grab handles



Accessible toilet with transfer space and handles



Baby change unit in accessible toilet



Push button for emergency use in accessible toilet

Shop

Visitor centre shop

- From the main entrance to the shop, there is level access. The route is 1680mm wide, or more. The door is 1680mm wide.
- The route through the shop is 800mm wide, or more.
- There is a shop selling an extensive selection of bird food and bird care products, binoculars and telescopes, books, children's products and gifts. This is located within the main Visitor Centre building.

There is step free, level access throughout. There is sufficient aisle space to provide access through the shop, although space is limited in some places within the shop. The area is evenly and well lit by natural lighting and overhead lights.

Most goods are within easy reach, but some goods are on high shelves. Some products (such as bags of bird food)

are heavy (up to 12.75 kg) The Retail Team are on hand to provide assistance.



Visitor centre shop with access for wheelchair showing seed sack display



Visitor centre shop showing auto door through to toilets and reserve



Visitor centre shop products and door through to toilets and reserve



Visitor centre shop binocular and telescope display



Visitor centre shop counter showing step access to café



Visitor centre shop book display

Place to eat and drink

Visitor centre cafe

- From the main entrance to the dining area, there is level access. There is a lift. From the lift to dining area, the route is 860mm wide, or more. The door is 860mm wide.
- From the main entrance to the dining area, there are 16 steps. There is no lift and no ramp.
- To get to a table, there are 16 steps.

- The menu is offered in large print.
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- We cater for vegetarian, gluten free (celiacs) and vegan specific diets.
- There are upright chairs without arms and the clear table height is 70 cm. Children's high chairs are also available. All seating can be moved to provide access for wheelchair users.

Lighting is primarily from overhead lighting with some natural light from windows and skylights.

The outside seating is made up of chairs and tables, all seating can be moved to provide access for wheelchair users.

Food and drinks are ordered at the till point. If assistance is needed to carry the trays then staff are available. Hot food is served to your table.

We try to source food locally and the café has been awarded 'Bronze' by the Soil Association. We do provide for different dietary needs, please ask a member of the catering team about ingredients if you have any food allergies.

Our day to day menu is available on all tables and specials are shown on a blackboard. Staff can assist by reading out the menu if required.



Visitor centre café seating area with tables and chairs showing some lighting



Visitor centre café seating area



Visitor centre café showing counter with till, queue area, and counter with cutlery, condiments and water



Visitor centre café showing till area



Visitor centre step access to café

The Holt (Education and Event space)

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 860mm wide, or more.
- The door is 1490mm wide.
- Furniture in The Holt can be re-arranged giving ample room for a large wheelchair to manoeuvre and turn.
The area within the Holt is evenly and well lit with overhead lighting.
There are large print information displays in the Holt that can be clearly viewed from a seated/child's eye position.



Entrance to Holt



Inside the Holt showing the chair stack and some of the tables, plus lighting and windows

Getting around outside

 *Designated Walking Trail*

Garden Trail

- The trail is 349metres long. Some of the trail has a loose surface. There are some steps on this route, but there are alternative sloped routes too. The trail is sloped. The trail has seats. There are bird hides along the trail.



Sensory garden path narrowest section



Garden steps and slope around pond



Path from garden to Skytower and Lillian's Hide



Lillian's hide approach showing slope and steps



Lillian's hide entrance doorway



Lillian's hide bay window disabled accessible viewing space

Designated Walking Trail

Family trail

- The trail is 1600metres long. Some of the trail has a loose surface. The trail is sloped. The trail has seats. There are bird hides along the trail.
- Grisedale hide and Tim Jackson hide, have drop forward windows. These are not heavy but may drop forward further than is anticipated. Both hides have larger window areas, the top windows are fixed with smaller windows below which drop down outwards onto a bracket. There are four lower viewing areas and a bay area with large fixed windows. The bay gives better turning room for wheelchair users. There are movable benches in both hides. Larger mobility vehicles should be parked outside of the hide.



Family Trail near Grisedale hide



Family trail path bench



Family trail path bridge



Family trail path with wooded edges



Family trail path



Grisedale Hide showing ramp approach and doorway plus space for Tramper parking



Grisedale Hide showing bay window and low level window for wheelchair users



Tim Jackson hide approach showing ramp to doorway and space for Trampler to be parked on the right



Tim Jackson Hide with low level window for wheelchair users



Tim Jackson Hide bay window with moveable benches

Designated Walking Trail

Lower Trail

- The trail is 1820metres long. Some of the trail has a loose surface. If you have a dog with you it will be necessary to use the dog friendly route which has a short section along the road. This is accessed via a kissing gate which is not wide enough for a wheelchair. We are looking at ways to

make this route accessible The trail is sloped. The trail has seats. There are bird hides along the trail.

- Lower Hide is located at the end of a path off the main Causeway. This path is narrow and not considered fully accessible (no designated passing places and quite narrow path in places). The path to Lower Hide is accessed via a gate off the Causeway.



Causeway hide inside showing moveable benches and lowered viewing areas for wheelchair users



Causeway hide showing Causeway track, ramp access and back of hide



Causeway hide showing lowered viewing section for wheelchair users



Causeway hide showing ramp access



Causeway hide showing ramp and entrance to hide



Causeway hide viewing slots outside the hide



Lower hide showing steps and doorway into hide



Lower trail bearded tit platform showing lowered viewing section for wheelchair users



Lower trail bearded tit platform showing lowered viewing section for wheelchair users2



Lower Trail Causeway - public right of way



Lower trail footpath showing bridge



Lower trail footpath to Lower hide showing bench



Lower trail footpath to Lower hide showing bench



Lower trail footpath to Lower hide showing bench



Lower Trail kissing gate



Lower Trail kissing gate



Lower trail path to Lower hide through reeds



Lower trail showing footpath to Lower hide



Lower trail where Causeway joins the footpath to Lower Hide showing the gate between them

 *Designated Walking Trail*

Reed-edge trail

- The trail is 220metres long. The trail is sloped.
- This trail is a boardwalk, it is 2000mm wide with passing places.

The boardwalk has gripped panels and hand rails at the start where the height is raised.



Reed edge trail board walk joining Causeway



Reed edge trail board walk start showing hand rail



Reed edge trail boardwalk showing hand rails and slope



Reed edge trail passing place

Designated Walking Trail

Coastal Trail

- The trail is 560metres long. Some of the trail has a loose surface. A pedestrian gate with latch to open. The trail is sloped. There are bird hides along the trail.
- The Coastal Trail is separate to the main reserve, it is 1.5 miles from the main car park. There is a separate car park here. The car park access has a 2m height restriction. We recommend driving to this car park as the pedestrian route is along a road with no pavement. There are no designated accessible spaces in this car park. The route from the car park to the hides is 1200mm wide or more



Access ramp and Allen hide entrance



Access ramp to Allen hide



Access ramp to Eric Morecambe Hide



Allen hide inside with lower viewing area for wheelchair users



Coastal trail edged with reed



Pedestrian gate to Coastal trail



Inside Eric Morecambe hide showing large floor area



Inside Eric Morecambe hide showing lowered viewing area for wheelchair users



Latch on gate to coastal trail



Saltmarsh car park showing parking area on the right and gateway to Coastal trail at the end

Lillian's Hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 790.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Grisedale hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 790.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Causeway Hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 790.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Allen Hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 790.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Tim Jackson Hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 790.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Lower Hide

- The hide entrance has 3 steps. There is no lift and no ramp.

Eric Morecambe Hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 790.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Picnic Area

Garden picnic area

- From the car park to the picnic area, there is level access. The path is 860mm wide, or more.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.

- The Hideout has moveable benches, accessible for all users with a view to the bird feeding station. The Hideout space has wooden flooring with grip slats included.



Garden picnic area showing picnic table with space for wheelchair

Picnic Area

Woodland picnic area

- From the car park to the picnic area, there is level access. The path is 860mm wide, or more.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.



Woodland picnic area showing approach and picnic tables with space for wheelchair

Picnic Area

Pond dipping picnic area

- From the car park to the picnic area, there is level access. The path is 860mm wide, or more.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.



Pond dipping platform picnic area

Hideout



Hideout and approaching path

- From the main entrance to this area, there is level access. There is a permanent ramp.

Skytower

- The Skytower is 9m high and has 48 steps to access the top, with 3 landings situated at 16 steps, 24 steps and 32 steps. There is a handrail on all the stairways and barriers with narrow mesh to prevent any falls.



Skytower and boardwalk access to bottom of tower

Pond dipping platform

- From the main entrance to this area, there is level access. The route is 860mm wide, or more.
- The pond dipping platform is used by school groups during term time as part of the education offer at Leighton Moss. At weekends and during school holidays in Spring and Summer pond dipping kits are available to hire at the Welcome hut.

The pond dipping platform is a wooden board walk area with fencing along the edge and space to get to the waters edge to pond dip. We request that parents accompany their children at all times when taking part in this activity. All school group pond dipping sessions will be accompanied by our Learning team staff and volunteers.



Pond dipping platform showing no step access, board walk area with fencing along the edge of the boardwalk

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- Two electric Trampler wheelchairs are available for use, free of charge, but donations towards their upkeep are welcomed. They need to be booked before use and training is provided before first use.

The rear entry doors leading from the garden area through to the lobby and onto the shop are push button electric accessible doors, with low positioned push buttons for access.



Back door with push button to open, leading from visitor centre to the garden and reserve

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- Emergency exit signs are illuminated and emergency lighting will be activated in the case of a power cut. Many of

the staff are trained fire wardens and will check the building on activation of the alarm to provide evacuation assistance if needed.

Customer care support

- Some staff have disability awareness training.
- Some members of the team have had Dementia Awareness training and training regarding visual impairments.

Guide last updated: 20 June 2022