

Accessibility Guide for RSPB Saltholme

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Welcome

If you're new to birdwatching, Saltholme is the perfect place to start. These family-friendly wetlands have a helpful visitor's centre, hides and screens which let you get up close to water rail, yellow wagtails and terns, plus a family discovery zone, cafe, play area and accessible trails. We also have three mobility scooters available for hire.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Dining Table
 - Welcome Desk
 - Downstairs Accessible Toilet
 - Upstairs Accessible Toilet
 - Shop
 - Classroom
 - Phil Stead Hide
 - Walled Garden
 - Dormans Pool Hide
- There is level access from the car park to:
- The hide entrance has level access.

Hearing

- The fire alarm has flashing lights.
- We have a hearing loop in Reception desk and Shop.

Visual

- The walls and the doors have high colour contrast.
- 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.

Getting here

Seaton Carew Road

Stockton - on - Tees

Middlesbrough

TS2 1TU

Travel by public transport

- You can get to RSPB Saltholme by bus and train.
- The Number 1 bus runs between Hartlepool/Middlesbrough and stops on Seaton Carew road, just outside of the reserve gate. The service runs every 30 minutes Monday-Sunday, please check timetables for exact timings. Ask the driver to stop at Saltholme/Billingham Fire Station. There is a shelter and seating at both stops. Coming from the Hartlepool direction, please take great care crossing the A178. The visitor centre is accessed along a level pedestrian track. The bus stop is 0.3 miles / 0.5 km from RSPB Saltholme.
- The nearest train station is Middlesbrough. The train station is 6.6 miles / 10.6 km from RSPB Saltholme.
- The nearest railway station is in Middlesbrough, with trains from York, Whitby, Newcastle and Leeds. The connecting bus service to Saltholme is the number 1 from Middlesbrough (towards Hartlepool, High Tunstall).

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.
- The nearest drop off point is next to the disabled parking bays at the end of the car park nearest the building. From the car park to the entrance, there is level access. There is a permanent ramp.



Visitor centre from the front

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.

Main entrance

- The main entrance has level access.
- The door is 900mm wide.
- The main door is sliding and automatic.

Getting around inside

Visual Impairment - General Information

- We have high colour contrast between walls and doorframes.

Lift

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

Lift to cafe

- The lift is a platform lift.
- The lift door is 900mm wide.
- The lift is 1600mm wide. The lift is 1400mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- The lift is located in the welcome area on the right, opposite the shop.



Lift entrance

Ticket/ information desk

Welcome Desk

- From the main entrance to the desk, there is level access. The door is 900mm wide, or more.



Entrance

Things to See and Do

- We have a complimentary ticket policy for personal assistants.

Public toilet

Downstairs Accessible Toilet

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1500mm wide, or more.
- The toilet door is 900mm wide.
- The direction of transfer onto the toilet is to the left.

- There is 700mm at the side of the toilet. There is 2200mm in front of the toilet. The toilet seat is 400mm high. The toilets have handrails.
- The downstairs accessible toilet is next to the rear exit of the visitors centre next to the classroom.
The toilet also features: A flashing light when the fire alarm sounds, an emergency alarm pull cord, non-slip tile flooring, and lever taps on the sink.
There are no toilet facilities beyond the visitor centre



Accessible toilet

Public toilet

Upstairs Accessible Toilet

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a lift.
- From the lift to the public toilet, the route is 1200mm wide, or more.
- The toilet door is 900mm wide.

- The direction of transfer onto the toilet is to the right.
- There is 980mm at the side of the toilet. There is 220mm in front of the toilet. The toilet seat is 400mm high. The toilets have handrails.
- The upstairs accessible toilet is located on the balcony next to the cafe. There is a baby changing table that is accessible from a seated position and folds down for use
The toilet also features: A flashing light when the fire alarm sounds, an emergency alarm pull cord, non-slip tile flooring, and lever taps on the sink.

Shop

Shop

- From the main entrance to the shop, there is level access. The route is 1800mm wide, or more. The route through the shop is 800mm wide, or more.
- The shop is on the ground floor and sells a range of bird food, souvenirs and books. It is accessed directly from the main entrance of the Visitor Centre. A trolley or sack barrow can be borrowed to transport bird food to the car park. Staff and volunteers can assist with this if required.



Shop

Place to eat and drink

Saltholme 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 1200mm wide, or more. To get to a table, there are no 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 lactose free (dairy free) specific diets.
- We provide 2 handled cups and large cutlery upon request.

Classroom

- From the main entrance to this area, there is level access. The route is 1500mm wide, or more.
- The door is 850mm wide.
- The classroom is situated on the ground floor of the visitor centre. The room can be divided into two rooms. The door opening width to both halves of the room is 85cm. Fluorescent lighting is installed. The floor is level throughout, with a smooth, uncarpeted surface. There is a hearing loop installed.



Classroom

Getting around outside

Designated Walking Trail

Lake Walk

- The trail is 1126metres long. The trail has a hard surface. The trail has seats. There are bird hides along the trail.

- The path is a minimum of 1m wide and is surfaced in bound gravel.



Paddy's Pool hide



Wildlife Watchpoint Hide



Wildlife Watchpoint interior

 *Designated Walking Trail*

Kestrel Trail

- The trail is 805metres long. The trail has a hard surface. The trail has seats.
- This is a tranquil, half-mile extension to the Lake walk. The path is a minimum of 1m wide and is surfaced in bound gravel.

 *Designated Walking Trail*

Wildflower Walk

- The trail is 1126metres long. The trail has a hard surface. The trail is sloped. The trail has seats.
- Allow 20 minutes to walk this hilly, 0.7-mile addition to the Kestrel trail. The path is a minimum of 1.2m wide and is surfaced in bound gravel.

Designated Walking Trail

Dragonfly Path

- The trail is 1448metres long. The trail has a hard surface. The trail is sloped. The trail has seats. There are bird hides along the trail.
- This 0.9-mile linear path towards the Saltholme hide is a minimum of 1.2m wide and is surfaced in bound gravel. There are no steps to access the Saltholme pools hide but there is a lip on the doorway at the moment, this is currently in the process of being rectified. There is a second floor tower to this hide which is only accessible by a spiral staircase.

Designated Walking Trail

Wilderness Trail

- The trail is 2092metres long. Some of the trail has a loose surface. The trail is not surfaced, and uneven, with yellow way-marker posts at regular intervals. In wet conditions it will be muddy. There are stiles to cross at the start and finish. There is a viewpoint at the half way point, accessed by a low stile. The trail is sloped. The trail has seats.

Wildlife Watchpoint Hide

- At the hide entrance, there is level access. There are low windows in the hide, so wheelchair users can see outside.

Saltholme Pools Hide

- At the hide entrance, there is level access.

Paddy's Pool hide

- At the hide entrance, there is level access. There are low windows in the hide, so wheelchair users can see outside.

♿ Picnic Area

- From the car park to the picnic area, there is level access. Some tables have space for wheelchair users. You can bring your own food to the picnic area.

Phil Stead Hide

- From the main entrance to this area, there is level access. There is a portable ramp. The entrance is 900mm wide.
- The Phil Stead hide is 5 minutes from the visitor centre, accessed via a gravel path, small ramp and sliding door with width of 900mm /35.5". Situated just off the main car park, this hide is open from 08:30am.



Phil Stead Hide entrance

Walled Garden

- From the main entrance to this area, there is level access.

- The wildlife garden is accessed from the visitors centre along a short, flat pathway. There are 4 benches to sit on to enjoy the garden surroundings.



Wildlife garden

Dormans Pool Hide

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 150mm wide, or more.
- Dorman's Pool (RSPB members only) is a 5 minute car journey from Saltholme. From the small car park, there is a 270 m long, 1.5m wide bound gravel trail to a small hide, with ramp.



Dormans path



Dormans Pool hide

Customer care support

Accessibility equipment

- We have a hearing loop in Reception desk and Shop.
- There are 3 heavy duty mobility scooters available for hire for a small donation.
- We have an area to charge mobility scooters and battery powered wheelchairs.

- Please ask at the reception desk and they will find the nearest suitable location.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.
- We have an evacuation chair located in the staff area behind the cafe.

Guide last updated: 26 April 2023