



giving
nature
a home

**Accessibility Guide for RSPB Rainham Marshes nature
reserve**

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www.rspb.org.uk/rainham

**Contact for accessibility enquiries: The team at Rainham
Marshes**



Welcome

The reserve is situated on the banks of the River Thames with an award winning visitor centre cafe offering amazing views across this restored medieval marshland. There's something for everyone and is a favourite for birdwatchers, families, walkers and photographers.

You can explore the reserve throughout the year, and get close to some fantastic wildlife including breeding waders in spring and summer, and during the colder month's large flocks of wildfowl.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Dining Table
 - Reception
 - Main Public Toilets
 - First Floor Toilets
 - Reedbed Discovery Zone Toilets
 - Rainham Marshes Shop
 - Public Toilets - on the reserve
 - Picnic Areas
- The hide entrance has level access.

Hearing

- We have a hearing loop in In the Visitor Centre.
- All staff have disability awareness training.

Visual

- Full-height windows have contrast markings.
- The menu is in large print.
- We have display information in large print.
- We have information in large print.

General

- We have a complimentary ticket policy for personal assistants.

- There is at least 1 public toilet for disabled visitors. At least one toilet is a Changing Places toilet.
- All staff have disability awareness training.

Getting here

New Tank Hill Road

Purfleet, Essex

RM19 1SZ

Travel by public transport

- You can get to RSPB Rainham Marshes nature reserve by bus and train.
- By bus The Ensignbus 44 bus route, which runs between Lakeside and Grays, stops near the reserve entrance on New Tank Hill Road. This bus runs every hour and up to 30 minutes during peak periods. The bus stop is 1.0 miles / 1.6 km from RSPB Rainham Marshes nature reserve.
- The nearest train station is Purfleet. The train station is 1 miles / 1.6 km from RSPB Rainham Marshes nature reserve.

- By train

The nearest railway station to this reserve is Purfleet.

Purfleet train station is on the C2C line from Fenchurch Street. The reserve is a 20 minute walk from the station following the brown pedestrian signs along the riverside path. Turn right out of the station and then join the path at the Royal Pub. Follow the River wall path and then cross the Mardyke Bridge to the Visitor Centre.

Travel by taxi

- You can get a taxi with Lakeside & Purfleet Taxis by calling 01375 383878. The taxi company has a wheelchair accessible vehicle.

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 a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The path is sloped.
- The route is 2000mm wide, or more.
- The four Blue Badge spaces are signposted and have a loose gravel surface. A further 100 spaces are provided. These Blue Badge spaces are located to make access to the step free entrance ramp easier. As you enter the car park turn left and the spaces are at the end of the first row on the left hand side. The step free access ramp is just past the bays.

Blue Badge spaces are next to the long ramp (1:14 gradient) with partial handrails leading to the visitor centre. Alternatively there are 18 steps with hand rails on both sides, to first floor visitor centre.

For the lower level toilets and shop carry on towards the

building and follow the blue lines on the ground.

The car park has a suggested donation of £1 - which can be put in the donation boxes near the shop on the lower level or in the reception on the first level.

The car park (reserve, and car park) opens at 9.30 am and is locked at 5pm (1 February-31 October), and 4.30pm (1 November-31 January).



Four blue badge bays



The access ramp to the visitor centre is past the blue badge bays on the left after the bushes. Look out for the 'Welcome' pole.



Access ramp to the visitor centre



Near the ramp there is staired access to the visitor centre

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1500mm wide, or more.

Main entrance

- The main entrance has level access.
- The door is 1620mm wide.

- The door has a push button to open it.
- Entrance to the centre through two sets of double doors which open outwards. Single opening is 810mm/32ins wide, both sets open 1620mm/64ins wide. The doors are heavy, but are power assisted. There is no threshold.

The main entrance takes you in the the upper level of the visitor centre. There is the cafe, reception desk and entry on to the main part of the reserve.

Also at this upper level there is an accessible toilet.



Bridge from ramp to visitor centre (reserve and cafe)



Entrance doors to centre - operable with a push button

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all full-height windows.



The reception desk at Rainham Marshes

 *Ticket/ information desk*

Reception

- From the main entrance to the desk, there is level access.
The route is 1500mm wide, or more.

- The desk has a low section.
- The reception desk, entrance to the reserve and cafe are on the first floor of the building. They can be accessed via the ramp from the car park or along the path from the station. The entrance is on the first floor leading to our reception and cafe with step free, level access throughout and non-slip tiles.

The reception counter has a lowered section - there will be an RSPB volunteer or member of staff at the reception desk to assist, show you where to go and tell you the wildlife that has been seen. Maps and information (minimum 12pt text size) are available from reception.

The centre is evenly and well lit with overhead lighting from track lighting and natural light from roof cones and picture windows.

Pen and paper are available at the reception and cafe counters.

Staff and volunteers can provide assistance on request.

Binoculars are available for hire (£5 or £7 for the day depending on the model i.e. quality).

Events and activities throughout the year for all ages and abilities. Please feel free to contact us regarding accessibility if you have any questions.

Registered assistance dogs are welcome in our visitor centre, cafe and reserve.



Reception desk

Things to See and Do

- We have a complimentary ticket policy for personal assistants.
- We have display information in: large print.

Public toilet

Main Public Toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 900mm wide, or more.
- The toilet door is 900mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 980mm at the side of the toilet. There is 1600mm in front of the toilet. The toilet seat is 400mm high. The toilets have handrails.
- A unisex accessible toilet is on the ground floor of the Visitor Centre with level access with:
A light, easy open door 900mm/35.5ins wide (opening

outwards)

980mm/38.5ins transfer space to the left of the toilet, when facing the toilet.

Toilet height is 400mm/15.7ins.

Vertical rail on the wall behind the toilet with a pull down horizontal rail on the opposite side

Handrails, toilet and washbasin are white.

An emergency alarm pull cord.

Well lit with automatic overhead lighting.

Non-slip tile flooring.

Lever mixer tap on the sink.



Access to the main toilets are on ground level, to the right of the stairs



Access to the toilets is through an open door, toilet logos can be seen above the entrance



The accessible toilet on the ground floor

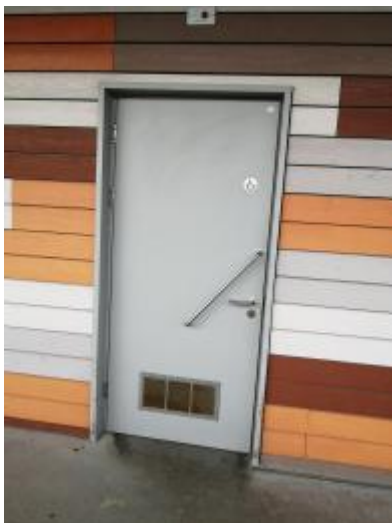
 *Public toilet*

First Floor Toilets

- There is a public toilet for disabled visitors.
- The toilet is a Changing Places toilet.
- From the main entrance to the public toilet, there is level access. The route is 980mm wide, or more.
- The toilet door is 980mm wide.

- The direction of transfer onto the toilet is to the right.
- There is 670mm at the side of the toilet. There is 1500mm in front of the toilet. The toilet seat is 900mm high. The toilets have handrails.
- A unisex accessible toilet is on the first floor of the Visitor Centre with level access with:
A light, easy open door 900mm/35.5ins wide (opening outwards)
Toilet height is 400mm/15.7ins.
Vertical rail on the wall behind the toilet with a pull down
horizontal rail on the opposite side
Handrails, toilet and washbasin are white.
An emergency alarm pull cord.
Well lit with automatic overhead lighting.
Non-slip tile flooring.
Lever mixer tap on the sink.

Exit the main entrance and it is off the veranda.



Access is along the veranda



The accessible toilet on the first floor

Public toilet

Reedbed Discovery Zone Toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 970mm wide, or more.
- The toilet door is 970mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 800mm at the side of the toilet. The toilets have handrails.
- Half way around the reserve, we have a small block with accessible toilets. These toilets are located between the Shooting Butts and the Shooting Butts hide and near the Reedbed Discovery Zone.

These toilets are with:

A low gradient ramp leading up to the toilets.

An easy open door with a lever handle, 1000mm/39.37 ins

wide. The door opens outward and opens 180 degrees.
Vertical rail on the wall to the right of the toilet with a pull
down horizontal rail on the opposite side
Handrails, toilet and wall mounted hand sanitiser are white.
An emergency alarm pull cord - that sounds inside and
outside the toilet block.
Lit with automatic overhead lighting.
There is not sufficient turning space in the cubicle for a
wheelchair user.
Please note there is not running water on this side of the
reserve - hand sanitiser is available.



Ramp to the toilets

[Shop](#)

[Rainham Marshes Shop](#)

- From the main entrance to the shop, there is level access.
- Located on the ground floor of the building, the door is heavy though usually open. If the door is closed staff are willing to open it for you.

On one level with step free entry and exit though there is a slope due to subsidence. The threshold has a lip of 10mm. The floor is non-slip tiles. There is step free, level access throughout.

A range of gifts, bird food and books. Binoculars are sold from the first floor reception area

Space is tight, although a standard wheelchair and pushchair should be able to maneuver within the shop.

The area is evenly and well lit with overhead lighting from halogen ceiling and spotlights.

There are some tall book/gift racks and low display units accessible from a seated position.

A pen and pad of paper are available at the low level counter.

Staff and volunteers can provide assistance.

Loose seed bins are outside the shop. These can not be reached from a seated position. Staff and volunteers can provide assistance.



Rainham Marshes Shop



Entrance to the shop

|| *Place to eat and drink*

Rainham Marshes Cafe

- From the main entrance to the dining area, there is level access. There is a permanent ramp. To get to a table, there are no steps.
- The menu is offered in large print.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free), nut free and vegan specific diets.
- The reception desk, entrance to the reserve and cafe are on the first floor of the building. They can be accessed via the ramp from the car park or along the path from the station. The cafe is well lit by natural and overhead lighting. The flooring is non-slip tiles.
Space between tables is tight, with a clear height from the floor of 735mm/29ins, with upright chairs without arms.

Tables and chairs can be moved to create more space – please ask one of our staff.

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 café is partly self-service; however, staff will always assist on request. Large print menus are available upon request and staff and volunteers can assist by running through menus with you.

An accessible toilet and a baby change facility is on the veranda.



Cafe at Rainham Marshes

Getting around outside

Designated Walking Trail

Circular Walk

- The trail is 3540metres long. The trail has a hard surface. The trail is sloped. The trail has seats. There are bird hides along the trail.
- Nature Trails on the Circular Walk
The main walk is a 2.2 mile circular trail on the reserve.

From the visitor centre, a short section of non-slip grill has a gradient that exceeds 1:20 due to subsidence. Beyond the ramp are 2 benches with back support and arms overlooking the Purfleet Scrape.

A map of the trails is available at the reception desk or alternatively can be downloaded from

www.rspb.org.uk/rainham

A mix of flat gravel surface paths and boardwalks are provided.

Information boards have illustrations and minimum 18pt fonts.

Three trails are provided and most routes allow 2 wheelchairs to pass:

The Circular Walk (Red walk on the map) covers 2.2 miles and can take 60 to 150 mins to complete. A flat path with firm gravel and boardwalk. The boardwalk has anti-slip

paint applied. Take care on unpainted sections by the Reed Bed Classroom.

The Woodland Walk (Green walk on the map) covers half a mile through our woodland area and through the Cordite Store. It can take 20 to 60mins. A flat walk on firm gravel paths or boardwalk painted to reduce slips.

The Riverside Walk is 2 mile long and access from the reserve onto the permissive footpath is through a turnstile gate which is one way only. It leads to the permissive path along the River Thames. It takes 45–120 mins. Alternative to the turnstile is a gate opened with a key code which can be obtained from reception.

Reserve paths are firm gravel or boardwalk painted to reduce slips. Access to the riverside is by a steep incline from the turnstile gate. The upper path is tarmac and rough with large stones. The lower Sustrans path is tarmac. There is one bench with arms 300m from the turnstile gate.

A variety of seating is provided at intervals of about every 100m/328ft within 300m from the visitor centre. Beyond here, seating is every 300m. The woodland walk has perch seats at the Purfleet View point. Three benches with back support and arms are in the cordite store.

On the circular walk there is a bench with back support and arms half way between the woodland feeding area and the Ken Barrett Hide. The Northern Boardwalk View Points have low wooden trunks, and there are additional low wooden

trunks along the northern boardwalk. Beyond the Shooting Butts Hide here is a picnic area at the Reedbed Classroom which is available for public use at weekend and during school holidays. There are low wooden benches with no back support or arms along the southern trail every 150m.

Viewing Facilities

Four hides are provided on the Circular walk, the Purfleet Hide and Marshland Discovery Zone on the Riverside walk. No hides are provided on the Woodland walk.

There is level entry to all hides and all doors entrances are 900mm/35.5ins wide, with a lever handle, except Ken Barrett hide which has a twist knob.

The Purfleet Hide is a family friendly hide with floor to ceiling windows in the centre of the hide, to limit disturbance for the wildlife there is screening across the lower half of the window.

Other windows are 750mm allowing viewing from a seated position opened and closed using a winding mechanism, though this can be stiff. The top section pushes out and can be difficult to open from a sitting position.

Seating is with adjustable height stools that are unfixed.

The upper level houses a gallery which is reached by 5 steps with a rail on both sides.

The Marshland Discovery Zone is a family friendly hide with

large floor to ceiling window. There is fixed seating in the centre of the hide and wheelchair access to the whole window. There are drawing and craft materials in the hide and touch interpretation.

The Shooting Butts Hide has an open grill to the doors. There are 14 steps or an alternative platform lift to the viewing area.

Seating is with adjustable height stools – some are fixed. Window height is 940mm. Other windows are 750mm allowing viewing from a seated position that are opened and closed using a winding mechanism, though this can be stiff. The top section pushes out and can be difficult to open from a sitting position.

The Ken Barrett Hide has level entry with a small threshold and space for 2 wheelchairs. Windows are 940mm above floor level and can be lifted and secured with a latch, which might be awkward from a seated position.

Around the site there are a number of viewing platforms so you can get views across the reserve.



A section of boardwalk on the reserve near the Purfleet hide



An example of hard pathway at Rainham Marshes



Some examples of seating on site



Some examples of seating on site



The Purfleet Hide



Inside the Purfleet Hide



The window opening in the Purfleet Hide is with a winding mechanism which can be a bit stiff.



The Marshland Discovery Zone Hide



Entrance to the Marshland Discovery Zone Hide



Inside the Marshland Discovery Zone Hide



The Shooting Butts Hide



Inside the Shootings Butts Hide



Lift in the Shooting Butts Hide



The Ken Barrett Hide



There are viewing areas with different height arm rails



There are viewing platforms overlooking some of the ditches – accessible by small grassy slope or low gradient ramp

Purfleet Hide

- At the hide entrance, there is level access. The door is 900.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

The Marshland Discover Zone

- At the hide entrance, there is level access. The door is 900.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Shooting Butts Hide

- At the hide entrance, there is level access. There is a lift. The door is 900.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Ken Barrett Hide

- At the hide entrance, there is level access. The door is 900.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Public Toilets - on the reserve

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more. The entrance is 1000mm wide.
- Half way around the reserve, we have a small block with accessible toilets. These toilets are located between the Shooting Butts and the Shooting Butts hide and near the Reedbed Discovery Zone. These toilets are with:
A low gradient ramp leading up to the toilets - usually toilet number three (which is accessible) is open (toilet number 1

is kept closed for the school groups) feel free to check with staff or volunteers when you arrive.

An easy open door with a lever handle, 1000mm/39.37 ins wide. The door opens outward and opens 180 degrees.

Vertical rail on the wall to the right of the toilet with a pull down horizontal rail on the opposite side

Handrails, toilet and wall mounted hand sanitiser are white.

An emergency alarm pull cord - that sounds inside and outside the toilet block.

Well lit with automatic overhead lighting.



Toilets on the reserve near the Shooting Butts Hide



The reserve toilets have a ramp access

Picnic Areas

- From the main entrance to this area, there is level access. The route is 1000mm wide, or more. The entrance is 1000mm wide.
- One area is on ground level next to the Visitor Centre with all 5 tables providing wheelchair access. Some are on grass, but most are on a gravel surface.

There is also a picnic table adjacent to the toddler's play area next to the centre, and two in the wildlife garden.

There is a picnic bench in the adventure playground, 800m/900yds or about a 15min walk from the Visitor Centre. Access within the adventure playground and to get to the picnic bench is mainly on grass.

Sandwiches and drinks are available from the café; however, visitors are free to bring their own refreshments with them for picnics.



The main picnic area by the visitor centre



There is a picnic bench by the toddlers play area, and two within the garden (the entrance is to the left of this picture).

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in In the Visitor Centre.
- An electric mobility scooter and a wheelchair are available to borrow. If you would like to book the mobility scooter or wheelchair to ensure that it is available during your visit

please feel free to ring or email us.

A large print version of the map can be provided at the visitor centre.

A pen and paper can be provided.

- Assistance dogs are welcomed on the whole of the reserve, although we ask if you could clear up after your dog on the trails. Only assistance dogs are allowed on the main section of the reserve, but all dogs are welcomed on the River Wall section.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- Charging points can be found in the Visitor Centre - please ask if you would like any help.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- Staff and volunteers will help all visitors to safely evacuate the visitor centre in the case of emergency.

Customer care support

- All staff have disability awareness training.
- We have information in large print.
- A large print trail guide can be found at reception.
Large print cafe menus are available.