

Tattershall Castle Access Statement

Tattershall Castle
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Introduction

Tattershall Castle is a six floor medieval brick-built castle surrounded by double moats. All paths from the main gate and around the inner ward are loose gravel and difficult to traverse with a manual wheelchair. The middle and outer wards are only accessible by steep grassy bank or brick steps. The upper floors of the castle are only accessible up a wide, stone spiral staircase with a single hand rail, while the basement is only accessible via 12 steps with no hand rail and low headroom in places. The ground floor of the Castle is ramped and therefore accessible for wheelchairs after having navigated the gravel paths.

Mobile phone reception is generally good. The main phone number for the property is stated above.

Assistance dogs are welcome on site and inside the castle, taking into consideration the assistance dog would be required to climb the 149 stairs with two way traffic passing by. Other dogs are welcome only in the grounds and must be kept on a lead at all times.

Site Specifics:

- Water-filled moats are unfenced with steep or sheer banks.
- Low light levels in parts of the basement
- 149 step spiral staircase
- No lift
- Loose gravel paths and uneven grassy surfaces
- Short walk from car park on relatively uneven path with drop off point for disabled visitors at main gates.

Arrival & Parking Facilities

The Castle is situated on the main A153 at Tattershall. There are no brown signs outside of Tattershall but it is hard to miss! The car park is signed to the left of the main gates.

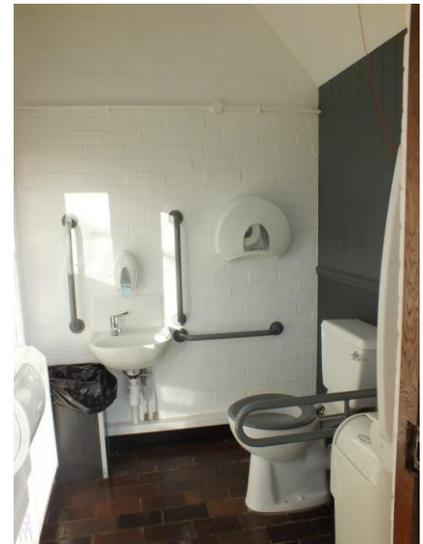
There are 6 designated spaces for disabled visitors in the main car park which is a 125m walk (with 2 benches) on a narrow path of varying quality (not National Trust) to the main entrance, which again is a 46m walk on loose gravel to the Guardhouse (Visitor Reception) and then another 98m walk on loose gravel to the Castle itself.

The main car park surface is concrete and grass, with the overflow car park being an uneven grass field situated adjacent to the main car park.

There is a drop off point for disabled visitors at the main gate off the A153 that would eliminate the walk from the main car park.

WCs

- We have one accessible toilet (see photo) which is right hand transfer. Located at the public toilets, a significant way from the Castle (see map).
- No Changing Places toilet on site or in the local area.
- Limited natural light, very good artificial light (fluorescent tube)
- Hand dryers in all WCs



Visitor Reception

- Before reaching the visitor reception (Guardhouse), the visitor route is loose gravel then over a wooden bridge before reaching more gravel and then a brick path.
- There are grassed areas that can be used as an alternative to the gravel paths once the visitor has got over the inner moat bridge.
- Visitor Reception is also the Gift Shop and the catering offer (very limited).
- The building is brick built with a quarry tiled floor and a ramp to the front door (inwards opening), making it accessible by wheelchair. The rear door is also ramped.
- The reception desk is of a height low enough for wheelchair users. In the event a visitor using a wheelchair needs to write, a clipboard for leaning on will be available.
- There is no induction loop at the reception desk
- The area is well lit, with some natural light. The artificial lights are LED spotlights.
- No chairs are available downstairs in the Guardhouse, upstairs however is a seating area. If a chair is required a member of staff will provide one.
- No staff members are trained in any non-verbal communication skill.
- No wheelchair of any kind is available for loan.

Castle

- As stated above, the upper floors of the castle can only be accessed by spiral staircase.
- All rooms inside the castle have concrete floors with no wall/floor coverings or soft furnishings etc.
- The Castle is modestly lit with spot lights from the ceiling, and a chandelier on the 2nd floor. There is some natural light on each floor. No bright artificial lighting is used due to the historic nature of the building.
- In the only wheelchair accessible room, the ground floor, there is plenty of space for turning around in a wheelchair, there is also a video room located in a turret that the disabled visitor can access via a wooden ramp.
- There are window benches and chairs on some floors within the castle.
- The castle is unmanned by staff/volunteers except during events.
- An audio guide is available from the Guardhouse, and a hearing loop can be attached.

Catering

- The catering offer is limited (hot and cold drinks, wrapped cakes, crisps, ice creams and pre packed sandwiches.) No menus/ hot food.
- The seating area is upstairs; however there are picnic benches, wooden benches and deckchairs available outside.
- Staff will assist a member of the public struggling to carry their own drink/sandwich etc. to a seating area.

Retail

- Retail, again, is in the Guardhouse so access is the same as above.
- Limited circulation space around central shop display tables, wheelchair access around the displays could prove problematic.
- As above, till points do not currently have induction loops.
- Staff will assist visitors to look at items if they are unable to reach or have any questions. Just ask.

Garden

No formal gardens. Double moated grounds, unfenced with steep or sheer drops. There is a small picnic area located behind Guardhouse.

Contact details for more information

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Date: 02/01/2018

