

ACCESS STATEMENT FOR LINCOLN CATHEDRAL



June 2015

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.

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1. Welcome

We look forward to welcoming you to Lincoln Cathedral and aim to make your visit as enjoyable as possible. If you have any specific requirements, please contact the Visitor Services Team in advance and we will do our best to help you.

Location

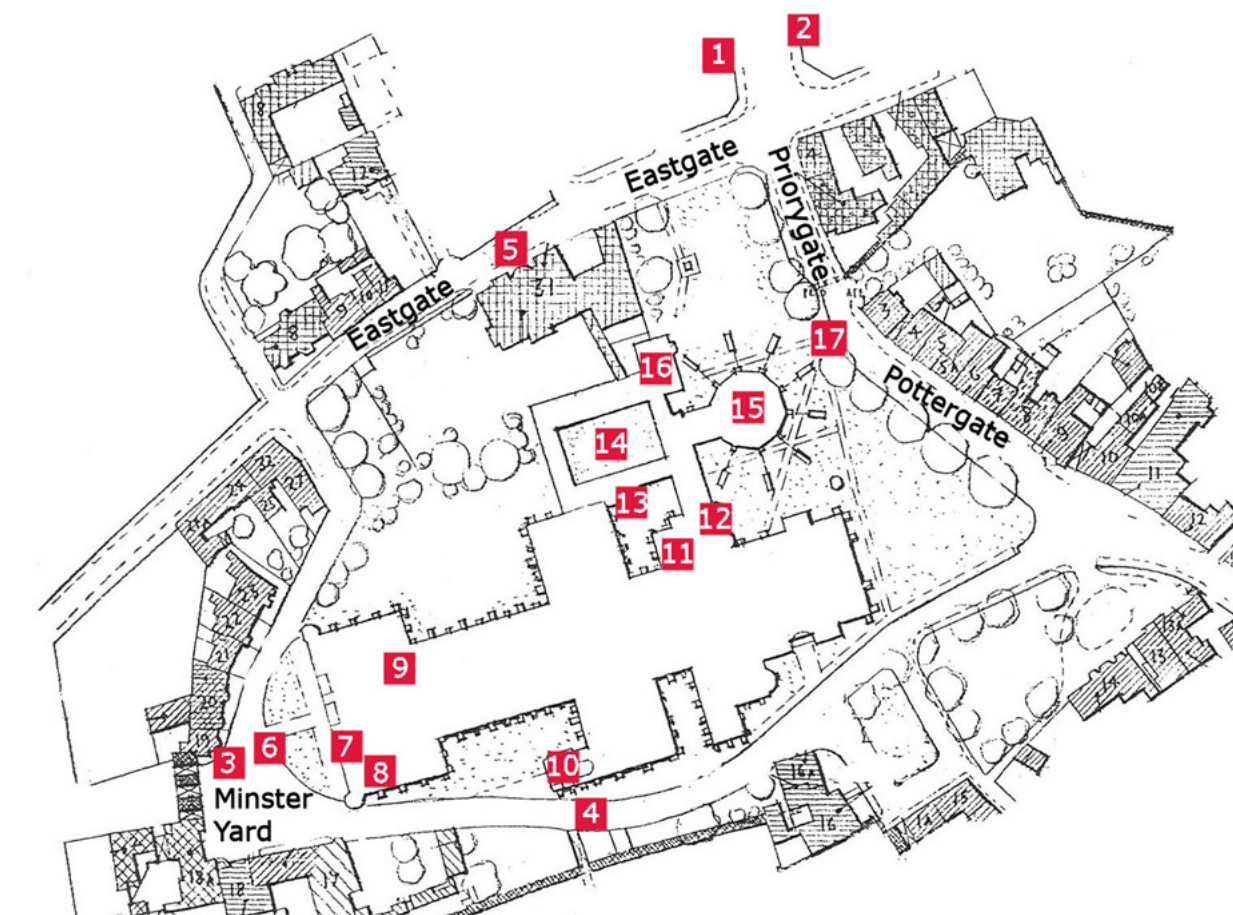
Situated in the Bailgate area of Lincoln, Lincoln Cathedral is one of Europe's finest cathedrals. The cathedral is situated at the top of a steep hill, with level approaches from Castle Square and Eastgate. This is the historic core of the city, and areas are paved with a mixture of modern York flagstones and cobblestones.

Around 85% of the Cathedral and its grounds are accessible by wheelchair.

General accessibility information

- Externally there are steps (fitted with hand rails) and ramps to enter and exit the cathedral.
- Internally the cathedral is accessible via ramps, (with the exception of the side chapels).
- Hearing loops are installed at various points in the cathedral, denoted by signage.
- Accessible toilets are available, along with baby changing facilities.
- Assistance dogs are welcome in the cathedral and grounds. A water bowl for dogs is available in the Refectory coffee shop. The nearest spending area is on the East Green at the rear of the cathedral; dog waste bins are situated at points around the cathedral, Bailgate and Nettleham Road. The cathedral's grounds maintenance team inspect the external areas regularly and keep them clean.
- All our front of house staff have undergone World Host Training, and staff and volunteers are trained to assist our visitors.
- Stewards and the Visitor Services Team are on hand throughout the cathedral should you require any assistance. Stewards can be identified by their blue sash.

Map of the cathedral and close



- | | |
|---------------------------------------|---------------------------------|
| 1. Stagecoach bus stop to cathedral | 10. Galilee Porch |
| 2. Stagecoach bus stop to bus station | 11. Touch exhibition |
| 3. Shuttle bus stop | 12. Vergers |
| 4. Street parking | 13. Toilets |
| 5. Street parking | 14. Cloister |
| 6. Drop-off point | 15. Chapter House |
| 7. Main entrance (West Front) | 16. Refectory coffee shop |
| 8. Gift shop | 17. East Green step-free access |
| 9. Reception/ticketing desk | |

Map numbers are included in the text in brackets.

Opening Times

Opening times do vary and sometimes access is restricted due to services and events, particularly on Sundays. Please check our website for details.

Entry Charges

Disabled visitors pay the concession rate. Carers enter for free.

From the 1 April 2015 the charge to enter the cathedral is as follows:

	Cathedral Ticket*	Cathedral & Castle Joint Ticket
Adult	£8.00	£16.00
Concession	£6.40	£13.00
Children (5-16 years)	£4.80	£10.00
Children (under 5 years)	Free	Free
Family Pass (2 adults and up to 3 children)	£20.80	£40.00

*By Gift Aiding the ticket price, you will receive an annual pass giving free entry for one year.

Tours

- From Monday to Saturday there are guided Floor Tours (included in the entry price); these last around an hour and cover all aspects of the cathedral's architecture and history.
- Handheld audio guides are available, along with a range of information leaflets.
- Tours of the roof and towers are also offered at £4.00 per person.

- Floor tours are accessible to all.
- Tours of the roof and tower are unsuitable for those with heart conditions, vertigo, claustrophobia, high blood pressure, angina, breathing trouble (asthma, hay fever, and bronchitis), poor mobility or who are pregnant.
- The Tower Tours should only be attempted by those who are fit and healthy as there are 338 steep and narrow steps to the top:
 - The spiral stairs are steep, narrow and uneven and have small treads—appropriate foot ware must be worn.
 - This tour is not suitable for anyone who suffers from vertigo or claustrophobia.
 - Children must be 14 years or over and those between the ages of 14 and 16 must be accompanied by an adult.
 - You will have to walk around timber buttresses and on an uneven sloping roof and the floor in the bell chamber is uneven and may be slippery.
 - Some passageways are very narrow – only 22 inches wide.
 - The noise levels in the bell chamber are loud – especially when the hour bell strikes.
 - Radio transmitters are in use on the top of the tower - the frequency of the radio transmissions could adversely affect heart pacemakers.
 - The Roof Tours should only be attempted by those who are fit and healthy.
 - It is not suitable for anyone suffering from vertigo or claustrophobia.
 - The tour lasts approximately one and a half hours and cannot be left part way through.
 - Children must be 14 years or over and those between the ages of 14 and 16 must be accompanied by an adult.
 - The stairs are steep and narrow and appropriate footwear must be worn.
 - There are uneven floors, low ceilings and possible obstacles.
 - Should the fire bell sound or a public announcement to evacuate the building be made you will be escorted to ground level and gather at the nearest muster point.
 - Smoking is not permitted within the building.

Any queries about these tours and their suitability in regard to specific accessibility issues can be sent to the Visitor Services Team.

Audio loop

There are three main areas of the cathedral covered by a loop system:

- Nave
- Quire
- Chapter House

To date we have no cover in the:

- Retro Choir
- Reception Desk area
- Shop
- Refectory café

The cathedral is in the process of purchasing a system which is fit for 'the unique' purpose within the cathedral.

2. Planning your Journey

Information about travel to and around Lincoln can be found on the Visit Lincoln and Lincoln City Council websites:

www.visitlincoln.com/travel-tools

www.lincoln.gov.uk/visitor-and-leisure/transport-and-car-parks

Details and a map of how to reach the cathedral is available on our website:

lincolncathedral.com/visit-us/map-directions

Alternatively, you can plan your journey by public transport, car or other methods using the following resources and inputting the cathedral's address.

Public transport routes

To help plan your journey by public transport:

- Traveline: www.traveline.info
- Google Maps: www.google.co.uk/maps
- National Rail: www.nationalrail.co.uk

Rail: Lincoln Central, St Marys Street, Lincoln, LN5 7EW

- The nearest railway station is Lincoln Central, which is 0.5 miles from the cathedral (a 10 to 20 minute walk depending on the route).
- Taxis are available from the station; all cabs on the station rank are wheelchair accessible.
- Further details about the accessible facilities at Lincoln Central are available at www.nationalrail.co.uk/stations_destinations/LCN.aspx

Taxi

Private taxis which offer accessible transport are available for hire from:

- | | |
|-------------------------------|---------------|
| • Liberty Travel | 07879 681 560 |
| • Lincoln Taxis | 01522 899 899 |
| • Marks Specialised Transport | 01522 793 816 |
| • TC's Mobility Transport | 01522 691 119 |

Accessibility requirements should be confirmed when booking.

Bus

Lincoln City Bus Station, Melville Street, Lincoln, LN5 7HW

- Lincoln Bus Station is located opposite the train station. Stagecoach operates a network of daily, frequent bus routes around the city and also to nearby towns and villages.
- For route maps and timetables see www.stagecoachbus.com/lincolnshire.
- Buy a Lincoln PLUSBUS ticket with your train ticket, for discount price unlimited bus travel around the city: www.plusbus.info
- Stagecoach has a Disability Helpdesk to deal with any enquiries about accessibility on their services, contact 01522 580515 or Lincolnshire.DisabilityHelpDesk@stagecoachbus.com.

Bus Stop

- The nearest bus stop to the cathedral is located outside The Lincoln Hotel on Nettleham Road (**1 & 2**); routes 11, 12, 17 and 18 stop here. See www.stagecoachbus.com/lincolncityRM.aspx for route details.
- Not all the bus stops on Nettleham Road have a shelter with seating.
- The distance from the bus stop to the West Front (main entrance) is 320 metres.



Left: Bus stop by the Lincoln Hotel (stop for the cathedral). Right: Bus stop on Nettleham Road (stop for the Bus Station)

Walk & Ride: The Steep Hill Shuttle

- The Walk & Ride shuttle bus runs within the centre of the city, throughout the day, six days a week. The service is provided by PC Coaches and Lincoln BIG, you can find out more about the service including timetables on the VisitLincoln website.
- This service drops off and picks up at the West Front of the cathedral by Exchequergate Arch (3).

DialaRide

- There is a DialaRide service for the disabled and over 60s who cannot use public transport. The service, which runs from Lincoln Bus Station, is available to pick you up from your home within a six mile radius of the city.
- Persons wishing to contact Lincoln Area DialaRide can do so by telephoning 01522 544983 Monday to Friday between the hours of 9.00am and 3:30pm.
- You can find out more information on this service at www.lincolndialaride.co.uk.

Cycle routes

- Cyclestreets: www.cyclestreets.net

Walking routes

- Walkit: walkit.com

Car routes – give the postcode of the Cathedral for Sat Nav use.

To help plan your journey by car:

- Google Maps: www.google.co.uk/maps
- The AA: www.theaa.com/route-planner
- RAC Maps: www.rac.co.uk/route-planner

Car Parking

Free Parking

- Fifteen on-road parking spaces, limited to 2 hours between 8am and 6pm Monday to Saturday (no return within 2 hours), are available along the south side of the cathedral (4).
- Along Eastgate on-road parking is limited to 1 hour between 8am and 6pm Monday to Saturday (no return within 2 hours). Either option offers paved routes to the cathedral, which is located within a few metres (5).

Castle Shuttle Park & Ride

- From April 2015 there will be a park and ride bus service from the south of Lincoln to the historic uphill area of the city.
- Three new specially branded buses, operated by PC Coaches of Lincoln, will run every 15 to 20 minutes from Whisby Garden Centre (postcode LN6 9BY, off the Teal Park roundabout on the A46) to Newport in Lincoln.
- The park and ride service costs £6 per car; covering both the parking charge and bus fare, and will be available seven days a week.
- Gates to the garden centre open at 9am and the shuttle service will start each day at 9.25am. The last bus will arrive back at the car park at 7pm; gates close at 7.30pm.
- Tickets can be purchased either on board buses or on the Lincoln Castle website: www.lincolncastle.com

Paid Parking

- Blue badge holders are required to pay the standard rate in the city's car parks, though the following parking concessions are offered:
- Buy one hour get one hour free
- Buy two hours get two hours free
- Buy three hour get three hours free
- Buy four hours get four hours free
- For full details please see signage near ticket machines in the car park. Some ticket machines offer the option to pay by credit or debit card, as well as by cash.

Castle Hill, LN1 3AA

- All day standard charge (until 8am the following day) £7.00, evening charge £2.50. 25 spaces with 1 disabled space.
- Distance to the main entrance of the cathedral: 322m via cobblestones and some paving (see photographs below).



Above: The Castle Hill Car park is the closest to the cathedral.



Above: The accessible parking bay.

Langworthgate, LN2 4AW

- All day standard charge (until 8am the following day) £7.00, evening charge £2.50. 51 spaces with one accessible parking space.
- Distance to the main entrance of the cathedral: 483m via paved route.

St Pauls Lane, LN1 3AL

- Maximum stay 3 hours at standard charge of £4.20, evening charge £2.50. 35 spaces with one accessible space.
- Distance to the main entrance of the cathedral: 483m via paved route.

Westgate, LN1 3BG

- All day standard charge (until 8am the following day) £7.00, evening charge £2.50. 199 spaces with two accessible spaces.
- Distance to the main entrance of the cathedral: 645m via paved route.

Drop-Off

Taxis and cars can drop-off and pick up at the West Front of the cathedral, in Minster Yard (6). This area has a mixture of flat paving and cobblestones. The distance to the main entrance is only a few metres.



Above: The drop off point in Minster Yard is a short walk to the Cathedral.

ShopMobility

A ShopMobility service operates from Lincoln Bus Station and is available Monday to Saturday from 9.00am to 12.00pm, and 1.00pm to 4.30pm.

Contact Lincoln Shopmobility on 01522 514477. Details of the service can be found at www.shopmobilityuk.org/ShopmobilityScheme.asp

3. Arrival

West Front Entrance

The main visitor entrance to the cathedral (7) can be accessed via:

- Three steps or a ramp.
- Handrails are provided on both sides of the ramp and steps.



Above: The steps and ramp at the cathedral's main entrance.

- Automatic opening doors are in place between the entrance porch and the cathedral nave, with a clear door opening width of 1,600mm.
- The floor of the entrance porch is limestone, which is uneven in places.

4. Reception and Ticketing Area



Above: The ticketing and reception area inside the cathedral.

- There is level access into the nave, although the limestone floor is slightly uneven in places.
- Seating is available in this area and it is well lit.
- The reception/ ticketing desk is wheelchair accessible.
- The following are available at the reception/ticketing desk (9) for use by our visitors:
 - Wheelchair (four are available and are free to use)
 - Magnifying glass
 - Pens and pads of paper

5. Exhibitions and Displays

- A tactile model and plan of the Cathedral is available near the reception area with an associated audio commentary.
- A touch exhibition is situated in the north transept, which has braille panels (11).
- None of the exhibitions make use of audio/visual equipment or flashing displays.
- Exhibition and display areas are well lit.
- The Chapter House (15), which is often used for events and exhibitions, has a hearing loop.

Getting around

- Doors between the nave to the cloister (14) via the 'slype' (12) are on a latch and are heavy to open.
- The door from the cloister (14) to the Chapter House (15) is heavy to open, but is often left ajar.
- The door to the Refectory coffee shop (16) has a low handle but is heavy to open.
- For assistance in opening doors, please ask a vergier or steward. The verging team's office is in the nave immediately before the slype door (12).
- Benches and other seating are available at regular intervals around the cathedral.
- The floor is paved with limestone slabs, which can be uneven in places.
- Ramps are in place allowing the access to all areas of the nave (below), however the gradient on some is over 1:12 and assistance may be required.



Above: The steps and ramps between levels inside the nave.

Areas of restricted accessibility

Other entrances and exits

During events, other entrances and exits may be used.

- The Galilee Porch is often used and this does have access ramps (10).

- However, other entrances may not be suitable for those with accessibility requirements. Please contact the event organiser to discuss your needs and request alternative arrangements.

Side chapels

- Lincoln Cathedral had many side chapels, most of which have one or more steps leading into them.

St Hugh's Choir

- There is a ramp providing access to St Hugh's Choir.



Above: The steps into St Hugh's Choir.



Above: The ramp into St Hugh's Choir.

Treasury

- There is a wide doorway giving access to the Treasury, although the floor space inside is quite restricted.
- Some of the displays are low-level and the area is well lit.

Medieval and Wren Libraries

- The cathedral's libraries can only be accessed by a flight of stairs.
- There are no alternative access arrangements at this time, although the Librarian may be able to arrange access to the library's resources given advanced notice. Please contact the library by email (Librarian@LincolnCathedral.com) or phone (01522 561640).

6. Public Toilets

The cathedral has designated accessible toilets (**13**) with the following specification:

Doors

- A door clear opening width of 820mm.
- Turning space opposite the door.

- Tactile and Braille signs installed on the toilet doors.
- Horizontal rail on the back of doors to aid closure.



Above and below: the accessible toilets located off the cloister.



Floor space

- Clear floor space up to 1,500 x 1,500mm.
- The WC is 49cm high.
- Space of 800mm width beside of the WC.
- Clear space for a wheelchair beside the WC.
- Two designated accessible WCs with right hand transfer.
- Horizontal rails are fitted either side of the WC.
- Vertical rails are fitted beside the WC.

Basin

- Basin height of 650mm.
- No pedestal under the basin.
- Hot water temperature controlled at point of delivery at hand basin (TMV2 valves).
- Vertical grab rails are fitted either side of the basin.

Hand drying

- Dyson wall mounted driers.

Emergency equipment

- A strobe light linked to the fire alarm.
- An emergency cord.

7. Gift Shop

The cathedral gift shop (8), selling a range of souvenirs and books is located near the main entrance.



Left: The entrance into the shop.

Below: the floor space in the shop.



- The doorway to the gift shop is 1020mm wide and it is usually kept open.
- The shop is level throughout and there is room for a large wheelchair to manoeuvre and turn.
- There are tall display racks and low tables accessible from a seated position.
- The Till Point has a lowered counter.
- There is no a hearing loop at the till point
- Staff can offer assistance if required.

Below: doorway into the Refectory café

8. Refectory Coffee Shop

The Refectory coffee shop (16) is situated on the ground floor at the far end of the cloister (14), where there is step free level access.

- The entrance door to the Refectory coffee shop from the cloister is 870mm wide.
- Lighting in all areas is natural daylight with overhead lighting used.
- The flooring in the Refectory coffee shop is wood.
- Where possible all our food produce is



locally sourced.

- We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have.



Above: The seating area in the Refectory Café.



Above: The service counter in the café.

- None of the chairs has arms.
- Space in the Refectory coffee shop can be restricted at busy times.
- Additional seating is available in the cloister during spring and summer (see below). Some chairs in the cloister have arms.



Above: Café seating in the cloister.

- The Refectory coffee shop is self-service however staff can assist on request.
- The menu and specials are shown on a blackboard. All staff can assist by running through menus with you.
- The nearest public toilet with an accessible WC is located off the cloister approximately 30 metres from the Refectory coffee shop.
- Highchairs are available.
- There is no hearing loop at the till point.
- Small portions are available on request.

9. Grounds

The cathedral grounds comprise grassed and paved areas.

- Paving is a mixture of York Flagstones and cobblestones, with paved walkways providing a level surface across the latter.
- Both types of paving can become slippery in wet weather.



Above: York paving setts provide flat access over cobbled surfaces.

- Seating is situated at various points on the outside of the building, mainly at the east and west ends.
- Picnic tables are situated at the east end of the cathedral grounds, outside the Refectory coffee shop. Access to the Refectory coffee shop through this door is up several steps and single handrails are provided.
- Flat access to the cathedral from Priorygate/Pottergate is available across the East Green (17).

10. Further Information

- Mrs Jackie Croft, Chapter Clerk and Mr John Campbell, Dean's Verger have undertaken disability awareness training.
- We have a set of evacuation procedures: should you require it someone will assist you with evacuation either out of the building or to a refuge.
- We have safe lifts and evacuation chairs to assist.
- Currently there is no Wi-Fi internet access available in the cathedral.

- The nearest A&E is **Lincoln County Hospital**, Greetwell Road, Lincoln, LN2 5QY (tel: 01522 512512).
- The nearest walk-in medical centre is **Lincolnshire Walk in Centre**, 61-61 Monks Road, Lincoln, LN2 5HN (tel: 01522 528153).

11. Nearby Hotels and B&Bs

Longdales House Bed & Breakfast

Bishop Grosseteste University, Lincoln, LN1 3DY

T: 01522 583 681

Wheelchair Access Twin Room: A specially designed wheelchair accessible room with twin beds.

www.longdaleshouse.co.uk/rooms/118-disabled-access-twin

Newport Guest House

26-28 Newport, Lincoln, LN1 3DF

T: 01522 528 590

Disabled facilities are available, including wheelchair accessible ground floor bedrooms.

www.newportguesthouse.com

The Lincoln Hotel

Eastgate, Lincoln, LN2 1PN

T: 01522 520 348

Disabled facilities are available, including ground floor bedrooms.

www.thelincolnhotel.com

The Old Palace

Minster Yard, Lincoln, LN2 1PU

T: 01522 580 000

E: enquiries@theoldpalace.org

Disabled facilities are available, including accessible bedrooms.

www.theoldpalace.org

12. Future Plans

- We are planning a review of our website over the coming months to make it more accessible, your comments are welcome to assist us with this project. Please email Visitors@LincolnCathedral.com.
- Planned improvements to our visitor facilities will provide larger catering and shop facilities, additional toilets and access to our collections (including the library).
- Landscaping around the cathedral will provide flat access into the building.

13. Feedback

We are always looking for ways to improve the service we provide our visitors, so please contact us if you have any comments or suggestions about this access statement or anything else that you think can improve your visit to the cathedral:

14. Contact Information

Visitor Services Team

Lincoln Cathedral, Minster Yard, Lincoln, Lincolnshire, LN2 1PX

Telephone: 01522 561600

Email: Visitors@LincolnCathedral.com

Website: www.LincolnCathedral.com