

## Accessibility guide – London office

Accessibility Information for visitors to the National Audit Office (London).

### Address

National Audit Office  
157-197 Buckingham Palace Road  
Victoria  
London  
SW1W 9SP  
United Kingdom

Telephone: +44 (0)20 7798 7000

### 1. Controlled visitor access

With the exception of duly authorised statutory authority officers, all visitors are subject to prior arrangement with their host. They must wear their visitors pass whilst on the premises and hand it into security on leaving the building.

### 2. Location

The NAO's headquarters is located on Buckingham Palace Road, opposite Victoria Coach Station, as indicated on the [map](#) located on this page, and is within 600 metres of two underground stations and one mainline station. A number of scheduled local bus routes serve the area.

### 3. Public transport and surrounding area hazards

Visitors using public transport should be aware that pedestrian routes within and adjacent to local stations are, as yet, not readily accessible. Wheelchair users, other ambulant disabled people and anyone who has a significant visual impairment should make enquiries with the relevant transport providers before embarking on their journey.

Buckingham Palace Road and connecting streets are often congested with people who are unfamiliar with the area and who are impeded by luggage. Routes to the NAO from the various stations have numerous busy road crossings that are, generally, provided with tactile paving, dropped kerbs and pedestrian operated phased traffic lights with either visual or, in a few cases, audiovisual pedestrian indicators. It should be noted that some of the tactile paving is not colour coded. Pavement and road surfaces are generally good, but there is a high concentration of street furniture and bus stops.

Visitors using public transport may wish to make arrangements with their host to be met at their alighting station or bus stop.

### 4. Arrival by taxi or private car

Taxis and private cars may drop passengers at our main reception using the covered private access road off Buckingham Palace Road at the front of the building.

Subject to prior agreement, accessible parking bays are available at the rear of the building for anyone arriving in their own vehicle. Access to the car park is via the second roadway to the right off Elizabeth Bridge via a Security controlled entrance. The barrier will be raised in response to a call using the button operated intercom located on a bright steel post to the right of the entrance. It should be noted that Elizabeth Bridge is a one-way street from Buckingham Palace Road. Level access is provided into the building within 10 to 15 metres of the accessible parking area. For the convenience of anyone arriving when this entrance is unmanned a post mounted intercom and a canopy is provided. The area is also monitored by CCTV.

## **5. Main front entrance to reception**

The main reception is served by an automatic revolving door, to the left of which are a pair of automatic accessible doors that open outwards onto the pavement. It is located beneath a wide canopy and is therefore protected from adverse weather conditions. A dropped kerb, with tactile paving, providing almost level access is available near the northern entrance to this roadway.

## **6. Reception**

Except where special arrangements have been made, all visitors to the NAO are required to report to reception, where they will be issued with a visitor's (or contractor's) security pass. The reception desk is equipped with an induction loop and provides for recessed wheelchair approach for ease of communication with the receptionist. All visitors will be met in reception by their host who is required to remain with their guest throughout their visit.

There is a variety of seating available within the reception area and public-facing staff will be pleased to assist with accessibility or any other matters. Visitors should not hesitate to discuss their particular needs with the receptionist or with their host.

## **7. Horizontal access and accessible space**

Level access is available to the ground floor reception and refreshment facilities and to the auditorium and welfare facilities in the basement. Within the building's office and general meeting space the only step-free floor is the second floor. The mezzanine floor level and the central block of the building are very restricted but both the north and south wings of each of the other floors in the building are accessible areas with step-free access to temporary refuge points.

## **8. Accessible toilets**

Wheelchair accessible toilets and WC cubicles for ambulant impaired people are provided throughout the building. Your host will be able to advise you of the most convenient facilities according to where you are within the building.

## **9. Lifts**

Lifts to all floors comply with best practice having low level tactile controls and both visual and audible announcements.

## **10. Assistance**

Please advise us well in advance if you wish to bring an interpreter, signer, lip speaker or assistance dog with you or if you need the use of an induction loop.

## **11. Emergencies**

Any visitor who is unable to use the emergency stairways unaided should advise their host or the receptionist so that a generic or specific personal emergency evacuation plan may be adopted to

ensure their safety in the event of a fire alarm or terrorist threat during their visit. Temporary refuge points, emergency evacuation chairs and trained staff are available.

## **12. Hearing impairment**

Paging devices (deaf alerters) linked to the fire alarm are available upon request.

## **13. Visual impairment**

Upon request, information can be provided verbally, in large print, on audiotape or in Braille.

## **14. Contacts**

The head of facilities and the health & safety manager will be pleased to provide further assistance and may be contacted on telephone +44 (0)20 7798 7000.