

Accessibility guide – Newcastle office

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

Address

National Audit Office
4th Floor
St Nicholas Building
St Nicholas Street
Newcastle Upon Tyne
NE1 1RF

Telephone: +44 (0)191 269 1820

1. Controlled visitor access

All visitors to the NAO at the St Nicholas Building are subject to prior arrangement with their host. They must wear their visitor pass whilst on the premises and hand their pass into the NAO reception and sign out on leaving the premises. Visitors must be accompanied by their host at all times.

2. Location

The NAO Newcastle office is located on the fourth floor of the St Nicholas Building on St Nicholas Street, 150 metres from St Nicholas Cathedral and virtually opposite the Castle Keep.

3. Transport and surrounding area hazards

By train

St Nicholas Building is about a 10 minute walk from Newcastle Central railway station. Turn right on exiting the station and carry on walking past the Royal Station Hotel. Cross over first road and at pedestrian crossing (with traffic lights) cross over again (with lights) so that you are walking in the same direction as the traffic. At the corner turn right at the Subway sandwich shop. Keep walking straight ahead. You will see St Nicholas Cathedral to your left. Walk down towards the Castle Keep which you will also see on your left. Our building is the last one on the right.

By metro

Travel to Central Station then follow directions as above.

By car: From A1 northbound

Leave the A1 at junction 69 and join the A184 towards Newcastle. Take the second slip road exit (junction A184 and A189) and at the roundabout, take the third exit onto the A184 Askew Road. Continue ahead at the next roundabout and turn left onto the B1307. Cross the Tyne and turn left at the one way system onto Westgate Road. Turn right and then right again onto St Nicholas Street. We are located on the right hand side.

By car: From A1 southbound

Leave the A1 at junction 75 and join the A186 towards Newcastle. Continue ahead at the junction with the A189 joining the one way system. Bear left onto Collingwood Street and at St Nicholas

Square (junction with B1307); turn right onto St Nicholas Street. We are located on the right hand side.

4. Arrival by taxi or private car

Taxis and private cars may drop passengers off immediately outside the building where there are a number of ticketed parking bays. Subject to prior arrangement, accessible parking bays can be made available via the service road at the rear of the building. The office manager will provide directions and assistance to expected visitors who have been granted parking permission, and will ensure that the guest's host is alerted to their arrival. Level or sloped access suitable for wheelchair users is provided at the front and rear of the building.

5. Main entrance

There is level access to the building from St Nicholas Street. Our office is on the fourth floor serviced by three lifts. Accessible toilets are also on this floor. If you have any questions or concerns about access, please speak to the NAO representative you are meeting with.

6. Reception

All visitors to NAO Newcastle will first report to the building reception where they will then be directed to the NAO office on the fourth floor. All visitors should be met by their host at either the building or NAO reception, according to prior agreement, and their host is required to remain with them throughout their visit. At the conclusion of their visit, they must return their pass and sign out. Visitors should not hesitate to discuss their particular needs with the NAO office manager or with their host.

7. Accessible toilet

There is an accessible toilet situated on each of the floors which is in the communal areas. To access the one on the fourth floor, exit the NAO's main office and use the door to the left of the lifts as you face them.

8. Lifts

Lifts to all floors comply with good practice having large, low level, tactile controls and both visual and audible announcements. Upon exiting the lift on the fourth floor, entry is gained to a lift lobby area with double wooden pass controlled doors leading to main office area. Visitors without a pass are asked to ring the bell to alert the receptionist of their arrival on the floor.

9. Emergencies

Any visitor who is unable to use the emergency stairways unaided should advise their host so that a personal emergency evacuation plan may be prepared to ensure their safety in the event of a fire alarm or terrorist threat during their visit.

10. Visual impairment

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

11. Contacts

The NAO office manager in Newcastle will be pleased to provide further assistance, and may be contacted by telephone on +44 (0) 191 269 1844. The health & safety team, based in London, may be contacted on telephone +44 (0) 020 7798 7000.