

Accessibility guide – Newcastle office

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

Address

National Audit Office
4th Floor
The Spark
Helix
Newcastle Upon Tyne
NE5 4SX

Telephone: +44 (0) 191 269 0387

1. Controlled visitor access

All visitors to the NAO at The Spark 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 Spark Building on Firebrick Avenue.

3. Transport and surrounding area hazards

By train

The Spark is approximately 12 minutes' walk from Newcastle Central railway station. Cross Neville Street upon exiting the station and carry on walking past St. Mary's Cathedral on Clayton St West. Cross over the road and continue along Bath Lane, crossing both lanes of St. James Blvd en route to Corporation Street. The Spark building will be on your right as you approach.

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 left onto Corporation Street, where The Spark will be located on the left hand side at the end of the street.

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 right onto St. James' Boulevard. Bear left and then right onto Corporation Street. The Spark is located on the right hand side.

4. Arrival by taxi or private car

There are no accessible bays on site - the nearest parking is the [Garage](#) - from the car park there is an accessible sloped route to the ground floor of the building.

Taxis and private cars may drop passengers off immediately outside the building complex but not directly outside the office entrance.

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 the Helix complex. Our office is on the fourth floor serviced by four 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 WC on the fourth floor, exit the NAO's main office and use the door to the right 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 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) 0191 269 0387.

The Health & Safety team, based in London, may be contacted on telephone +44 (0) 020 7798 7000.