



National Audit Office

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. All visitors to our offices will be asked to show a form of identification when they arrive at reception.

2. Location

The NAO's headquarters is located on Buckingham Palace Road, opposite Victoria Coach Station, 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 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 unfamiliar with the area and impeded by luggage. Routes to the NAO have numerous busy road crossings with tactile paving, dropped kerbs and pedestrian operated phased traffic lights. Pavement and road surfaces are generally good, but there is a high concentration of street furniture and bus stops.

Visitors may wish to arrange to be met by their host at their station or bus stop.



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4. Arrival by taxi or private car

Taxis and private cars may drop passengers at the main reception using the covered private access road off Buckingham Palace Road. Subject to prior agreement, accessible parking bays are available at the rear of the building for anyone arriving in their own vehicle. Level access is provided into the building.

5. Main front entrance to reception

The main reception is served by an automatic revolving door and automatic accessible doors. It is located beneath a wide canopy and protected from adverse weather conditions.

6. Reception

All visitors are required to report to reception where they will be issued with a visitor or contractor pass. The reception desk is equipped with an induction loop and wheelchair-accessible approach. Seating is available and staff can assist with accessibility requirements.

7. Horizontal access and accessible space

Level access is available to reception, refreshment facilities, the auditorium and welfare facilities. The second floor is step-free within office and meeting space, with other accessible areas and refuge points available.

8. Accessible toilets

Wheelchair accessible toilets and WC cubicles for ambulant impaired people are provided throughout 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 in advance if you wish to bring an interpreter, signer, lip speaker or assistance dog, or if you need an induction loop.

11. Emergencies

Visitors unable to use emergency stairways unaided should advise their host or receptionist so that an evacuation plan can be adopted. Temporary refuge points, evacuation chairs and trained staff are available.



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12. Hearing impairment

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

13. Visual impairment

Information can be provided verbally, in large print, on audiotape or in Braille upon request.

14. Contacts

The Head of Facilities and the Health & Safety Manager can provide further assistance on +44 (0)20 7798 7000.