



Accessibility guide for The National Archives

Welcome

The National Archives is the official archives and publisher for the UK Government and for England and Wales. We work to bring together and secure the future of the public record, both digital and physical, for future generations.

The National Archives is open to all, offering a range of activities to partake in, spaces to enjoy, and reading rooms for research. Many of our most popular records are also available online.

The National Archives
Kew
Richmond
TW9 4DU
nationalarchives.gov.uk
0208 876 3444

[Email us](#)

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Figure 1. The National Archives building

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Getting here

Travel by public transport

- You can travel to The National Archives by bus, Underground and train.
- The R68 bus route (from Hampton Court via Richmond) ends at Kew Retail Park which is a 0.2 mile / 0.32 km walk to the entrance to The National Archives.
- The nearest Underground and train station is Kew Gardens Station which is 0.5 miles / 0.8km from The National Archives.

Parking

- We have a visitor car park which has level access and the route is at least 3200mm wide.
- We have free accessible parking bays at the rear entrance of the building (which are about 60m from the door).
- The nearest drop-off point to The National Archives is at the rear of the building, adjacent to the designated accessible parking spaces.



Figure 2. View of The National Archives entrance from visitors' car park



Figure 3. View of accessible parking bays and rear entrance ramp



Figure 4. View of rear entrance ramp from accessible parking bays

Arrival and indoor areas

Walkway to main entrance

- There is level access from the street to the main entrance.
- The path is at least 2000mm wide.

Main entrance

- The main entrance has level access.
- The outer door is 1050mm wide, sliding and automatic.
- The inner door is revolving and automatic with button-activated accessible access doors at either side.



Figure 5. Outside view of front entrance porch, outer sliding doors to inner revolving door and accessible doors



Figure 7. Side view of outer sliding door



Figure 6. Inside view of revolving and accessible doors

Lift

- We have one public lift which serves the first and second floors.
- The lift door is 920mm wide. The lift is 900mm wide and 1350mm deep.
- The lift announces and shows the floor number at each floor and the buttons have raised numbers/letters.



Figure 9. View of public lift entrance



Figure 8. View of the public lift

The Welcome Desk

- The foyer area is at least 7000mm wide and the door is at least 2000mm wide.
- The Welcome Desk has a low section.
- Wheelchairs can be provided from here.



Figure 10. View of the Welcome Desk from front entrance

Shop

- The shop is located through the doors to the left of the Welcome Desk. From the main entrance, there is level access and the route is at least 2000mm wide.
- The route through the shop is at least 800mm wide.
- We have a carer's ticket policy for visitors attending on-site events.



Figure 11. View of the shop from the side



Figure 12. View of the shop from the front

Gallery

- There is level access from the main entrance to the Gallery. The route is at least 2000mm wide. The door is 6000mm wide.
- Some display information is situated in a low position, for wheelchair users. Some videos have subtitles and there is low lighting to preserve the original documents on display.



Figure 13. Gallery

Open Reading Room

- From the main entrance to this area, there is level access and a lift from the ground floor.
- From the lift to this area, the route is 970mm wide and the door is 920mm wide.
- Some display information is situated in a low position for wheelchair users.
- Seating is available in this area.
- There is a hearing loop and videos have subtitles.



Figure 15. Research area and entrance to the Library



Figure 14. Open Reading Room. Entrance from lift on left, entrance to Balcony Café on right

Library

- From the main entrance to this area, there is level access from the lift.
- From the lift to the library, the route is at least 970mm wide and the narrowest door is 920mm wide.
- Some display information is situated in a low position for wheelchair users and there is some seating available.

Document Reading Room (First floor)

- From the main entrance to the First Floor Document Reading Room, there is level access from the lift.
- From the lift to the Reading Room, the route is at least 970mm wide and the narrowest door is 920mm wide.
- Some display information is situated in a low position for wheelchair users and there is seating provided.
- There is a hearing loop and videos have subtitles.

Map and Large Document Reading Room (Second floor)

- From the main entrance to the Map and Large Document Reading Room, there is level access from the lift.
- From the lift to the Reading Room, the route is at least 970mm wide and the narrowest door is 920mm wide.
- Some display information is situated in a low position for wheelchair users and there is seating provided.
- There is a hearing loop and videos have subtitles.

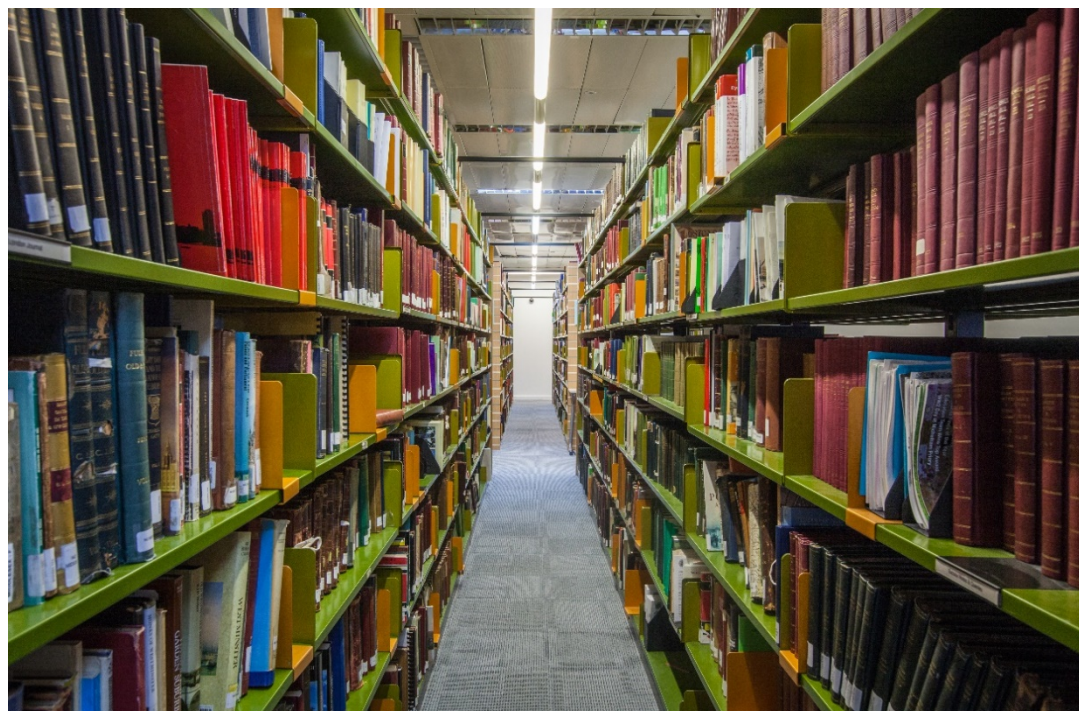


Figure 16. View of one library column

The Auditorium (First floor)

- From the main entrance to The Auditorium, there is level access from the lift.
- From the lift to The Auditorium, the route is at least 970mm wide and the narrowest door is 950mm wide.
- Removable seating is provided to allow space for wheelchairs.
- There is a hearing loop and videos have subtitles.



Figure 18. View of The Auditorium from the back



Figure 17. View of The Auditorium from the front

Events Studio (First floor)

- From the main entrance to the Events Studio, there is level access from the lift.
- From the lift to the Events Studio, the route is at least 970mm wide and the narrowest door is 850mm wide.
- Removable seating is provided to allow space for wheelchairs.
- There is a hearing loop and videos have subtitles.



Figure 20. View of Events Space from the back



Figure 19. View of Events Studio from the back

Learning Spaces (First floor)

- There are three Learning Spaces, all located on the first floor. One next to The Auditorium, one in the Open Reading Room and one in the First Floor Document Reading Room.
- There is level access from the lift to each of the rooms.
- The narrowest doors are 880mm wide.
- Removable seating is provided to allow space for wheelchairs.
- There is a hearing loop and videos have subtitles.



Figure 2120. Learning Room 1 - adjacent to The Auditorium

Places to eat and drink

The Dining Room

- Our main dining area is located on the ground floor, opposite the Shop and Gallery.
- From the main entrance, there is level access and the route is at least 800mm wide.
- To get to a table, there are no steps.
- If you need table service, catering staff can assist you.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for sugar-free (diabetic), vegetarian, gluten-free (coeliac), lactose-free, nut-free, low-fat, low-potassium, low-sodium, high-fibre and vegan specific diets. Please do ask a member of staff for dietary information.

The Balcony

- This is a seating area located on the first floor connected to the Open Reading Room. There is also seating outside on the balcony areas which does not have level access.
- There is level access from the lift and the route is at least 920mm wide.
- There are no steps to get to a table.
- There is no background music.



Figure 22. Entrance to the Balcony from Open Reading Room

The Terrace

- The Terrace seating area is located outside the main entrance. Anyone visiting our grounds may use this area.
- There is level access and a permanent ramp.
- There are no steps to get to a table.
- There is no background music.



Figure 23. The Terrace



Figure 24. The Terrace



Figure 25. The Terrace

Public toilets

- All of our accessible toilets have level access, some from the lift.
- The toilet doors are 910mm wide.
- There is 1200mm in front of the toilet and the seat is 425mm high, with handrails.

The Dining Room toilets – Men and Women

- These are public toilets in the Dining Room area on the ground floor with an accessible toilet inside.



Figure 226. The Dining Room men's w/c



Figure 217. The Dining Room men's accessible w/c



Figure 238. The Dining Room women's w/c



Figure 249. The Dining Room accessible women's w/c

Security Control Room

- This is a public toilet for visitors with accessibility needs. This is also a Changing Places toilet.
- This toilet is located opposite the Security Control Room and to the right of the main entrance.



Figure 30. Accessible toilet opposite Security Control Room

First floor lift area

- This is a public toilet for visitors with accessibility needs.
- This toilet has level access and is located next to the lift door on the first floor.



Figure 31. Accessible toilet, first floor lift area

Library accessible toilets

- These are public toilets for visitors with accessibility needs.
- They are located in the Library area on the first floor.



Figure 32. Library accessible w/c – left, closest to men's



Figure 33. Library accessible w/c – right, closest to women's toilets

Second floor lift area

- This is a public toilet for visitors with accessibility needs.
- This toilet is located next to the lift door on the second floor with level access.



Figure 34. Accessible toilet, second floor lift area

Outside areas

Pocket park

- This is a grassy and pebbled area with picnic benches which is open to all visitors.
- Each route from the main entrance and car park is at least 1050mm wide.
- Assistance dogs can be walked and toileted here. Please dispose of dog mess in the outdoor bins provided.

Smoking area

- The smoking area has a shelter and level access and is located through the rear entrance doors.
- The entrance is 1050mm wide.

Additional details

- We provide wheelchairs at no charge which can be requested for at the Welcome Desk.
- We have hearing loops in the following places:
Readers Registration Desk, Open Reading Room, Research Enquiries Desks, Document Reading Room Information Desk, Map and Large Document Reading Room
- The fire alarm is a continuous bell with flashing lights.
- We have emergency evacuation procedures for disabled visitors. All public staff are trained to assist with evacuating visitors safely and appropriately.
- Glass doors have contrast markings. The walls and doors have high colour contrast.
- There are power points in public areas on the first and second floors.