

## **Physical On-site Access Policy-Statement For Bath Record Office**

### **Introduction**

As part of Bath & North East Somerset Council, the Record Office is committed to ensuring its services are physically accessible.

Following the introduction of the Disability Discrimination Act in 2004 the Record Office commissioned an independent DDA compliance audit, and its findings formed the basis of an Audit Action Plan that year. The Plan is periodically reviewed and revised, most recently in August 2013.

The Record Office upholds the Council's Equality Policy Commitment, which can be found at: <http://www.bathnes.gov.uk/services/your-council-and-democracy/equality-and-diversity>

The Record Office is located in the basement of the Guildhall in the centre of Bath. It has been open to the public since the year 1967 and offers free entry to all users.

There are two communicating public Searchrooms, and an entrance lobby leading off the South staircase at basement level. All archive store-rooms are also in the basement.

Information on the archive collections is shown on the Record Office website, and in our published leaflets *Discover Your Family History with Bath Record Office*, and *Explore Your House History with Bath Record Office*.

Opening hours are also shown on the Record Office website

Record Office staff are friendly and welcoming and keen to ensure that everyone enjoys the best possible visit and has the opportunity to learn something new.

### **Planning a visit**

- A clearly worded section of our website, **Visit** and **Accessibility**, describes our facilities, and opening times. The website, and also our leaflets, show our address, contact numbers, website and an e-mail address.
- The nearest paying car park is 1 minute away by car and there are Blue Badge parking spaces on High Street, Orange Grove, and Bridge Street. For on-line information about parking for Blue Badge holders and about community transport including Dial-a-ride see: <http://www.bathnes.gov.uk/services/parking-and-travel/public-transport>
- Three park and ride car parks are available at the North, South and West of the city. Bristol airport is an hour away by car.
- The railway station and bus station are a 10 minute walk from the Record Office. London is 1 ½ hours away on the train.
- Drop off points for coaches are less than a 5 minute walk away.
- Accessible Taxi services operate throughout the city.
- Shopmobility with electric scooters are located 400m from the Record Office.
- With prior notice, Record Office staff will arrange for the use of a ground-floor room to which requested documents are brought for users.

### **Getting here**

- The Record Office is open throughout the year. The opening hours are Tuesday to Friday 09.00-13.00 and 14.00-17.00, but closed the third full week of every month and Bank Holidays.

- The Record Office is located in the Guildhall, which has steps up to the main door. There is in addition a level-access entrance to the Left of the steps, just inside the entrance to the Market. Enter the gateway into the Market and immediately on your Right you will find a door with an intercom to call Guildhall reception-staff.
- Inside the Guildhall, the Record Office is situated in the basement and access is via stairs. For users who require level access, we will be happy to bring to a ground-floor room documents and other resources. Please contact us before visiting so that we can make the necessary arrangements.
- There is a lift which visitors who find stairs difficult may use but, in the event of a fire, the lift cannot be used and all visitors will need to leave the building by a short flight of stairs.
- No proof of identity or registration process is required but all users are asked to sign in.
- No dogs admitted except assistance dogs.

### **WCs**

- Ladies and Gentlemen's WCs are located on the ground floor.
- Unisex adapted toilet is available on the ground floor, with emergency pull cord and response provided, support rails, and basin with mixer lever tap.
- Baby changing facilities in purpose-equipped room on the ground floor.

### **Refreshments**

- The consumption of food and drink is not permitted in the Record Office due to the unique and irreplaceable nature of the documents in use.
- There is a vast choice of local shops and cafes in close proximity to the Guildhall where food and drink can be purchased.

### **Equipment**

- The Record Office has a range of upright chairs and adjustable office-chairs which users may select.
- Three PCs are available for public use, one with a large screen.
- A desk-lamp, book-rests, and magnifier are available to aid researchers.
- Free internet access is offered to researchers using relevant local history websites.

### **Additional Information**

- Staff are all trained in disability awareness and customer care
- Evacuation routes are clearly marked and staff well trained in handling evacuations
- Assistance dogs are welcome
- No smoking anywhere
- A First Aider is always available on site
- Signage throughout the site

### **Contact Information**

- Address: Bath Record Office, High Street, Bath BA1 5AW
- Telephone: 01225 477421 for general enquiries

- Fax: 01225 477231
- Email: [archives@bathnes.gov.uk](mailto:archives@bathnes.gov.uk)
- Website: [www.batharchives.co.uk](http://www.batharchives.co.uk)
- Hours of operation: See Main Entrance and Reception above
- Shopmobility 7-9 Borough Walls, Bath BA1 1QS tel. 01225 481744  
e mail [shop\\_mobility@bathnes.gov.uk](mailto:shop_mobility@bathnes.gov.uk)

**We welcome your feedback to help us continuously improve. If you have any comments please phone 01225 477421 or email [archives@bathnes.gov.uk](mailto:archives@bathnes.gov.uk)**

**Updated on: 16 March 2016**