



Bath Housing, Welfare and Advice Services

Large Print Access Guide

Bath & North East
Somerset Council

Improving People's Lives

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Access guide to Bath Housing, Welfare and Advice Services

Summary

This outlines basic information about arriving and support and facilities when you are at Bath Housing, Welfare and Advice Services.

Assistance and Guide Dogs are welcome.



Public Transport

- The nearest train station is Bath Spa which is 0.1 miles away.
- Some buses stop on Manvers Street but buses to most destinations operate from Bath Bus Station on Southgate Street which is 0.2 miles away.
- There is a bike ramp outside.
- If arriving by car, taxis can pull up to drop you at the front of the building.

- The nearest car park with disabled spaces is at Manvers Street, over the road. Southgate is opposite the train station.



Main entrance

There are several entrances to this building.

- There is street level access to the building via a ramp with rails.
- There is one step which can be avoided.
- The main entrance is accessed via two sets of automatic sliding double doors. The flooring outside the entrance is tarmacked and level.



Side entrance

- This is at the front of the building at the right-hand side.

- Access is via a single automatic door. The doorway is 122 cm wide.
- This door is better to use if you have access needs as it is nearer the information desk inside.



Information desk

There are two areas where staff can help you.

- There is a raised information desk which is 74cm high.
- There is a main counter which is 74cm high.
- Staff wear black and white uniform and a lanyard. Seating is available.
- There is no hearing loop at this location and customers are advised to book an interpreter to attend with them if required.



Accessible Toilets

An accessible toilet is located alongside the standard toilets and is accessed via a push door. Please ask staff if you require help.

- There is step free access to this toilet.
- The door has a twist lock, and the room has support rails and a lever tap.
- There is a red emergency pull cord.

A second accessible toilet is located to the right of the information desk.

- There is step free access to this toilet.
- The door has a twist lock, and the room has support rails and a lever tap.
- There is a red emergency pull cord.



Standard Toilets

One male and one female standard toilet is available to the left of the main entrance. Access is step free via a push door. A baby change unit is available in the accessible toilet.



Bath Housing, Welfare and Advice Services main area

- There is seating and step-free access throughout the space.
- There is no tactile flooring.
- The area can sometimes be noisy and there may be background noise from the street. Staff can point you to a quieter area if you need it and subject to availability.
- Soundproof pods are used by partners for appointments. These are quiet as sound does not travel from them.

- Sensory Explorer Bags containing ear defenders are available if you ask staff.



Resident self-service portal computer access, tablets and Hublets

There are 4 computers and 3 iPads for accessing the resident self-service portal.

Hublets are tablets which are free to borrow and use in the space.

It is possible to enlarge font on tablets and Hublets.

Please ask staff if you need help.



Phone

You can access council services on our telephones.

- There are 2 public phone booths which connect to council services and 3 portable handsets.
- Staff can help with using these.



Guides

As well as this large print guide, each location has an accessibility guide, like a social story with simple information and pictures. Download it from our website or ask staff for a copy.



Sensory experiences

A sensory experience refers to the perception or reception of information through the five senses — sight, hearing, touch, taste, and smell as described in sections below.



Crowds

This is a busy location, and it is difficult to predict quieter times. You can check our partner timetable to see what is happening in each location. It can get busy when we have lots of partners services visiting.



Lighting

For those with light sensitivity issues, lighting can be turned off over our pods. Partner services regularly use this space, so please talk to staff about this.



Noise and sound

This can be a busy and noisy space.

- Pods are soundproofed so are quieter than the main floor. This floor is shared with the police and there can sometimes be unexpected noise.
- Our toilets have noisy hand driers but also towels if you prefer.
- There is a quiet seating area to the right of the information desk.
- Regular fire alarm tests take place outside of opening hours. The fire alarm should flash red when the alarm is activated.

- Should you need assistance if the fire alarm sounds, please make yourself known to staff.



Temperature

- We are proud to be part of the Warm Spaces scheme, meaning we are a free, heated venue in which to spend time in the winter months.
- We have air conditioning for warmer months.
- Tap water is available if you need it.
- In the summer months, we can provide water bottles and ice poles.



Smells

There are no food or drink outlets on the floor and air conditioning and open doors mean there is a lot of air flow.



Sensory Explorer Bags

We provide borrowable Sensory Explorer Bags for children, young people and anyone else who would benefit.

- The bags can be borrowed from the information desk.
- Borrowable for use within the space, the fidget aids and ear defenders can be used to improve the visit.