

Welcome Guide

This guide is to help you know what you can expect when you visit us. You can skip to the section you think is most relevant, or read the whole document.

Contents:

<u>Introduction and Contents</u>	1
<u>1. Autism at Kingwood, Baptist House — Overview</u>	2
<u>2. How do you get here?</u>	6
<u>3. Arrival</u>	8
<u>4. Inside the building</u>	11
<u>5. Things you may see</u>	14
<u>6. Things you may hear</u>	15
<u>7. Things you may smell</u>	16
<u>8. Getting food nearby</u>	17
<u>9. Accessibility</u>	19
<u>10. Leaving</u>	20

1. Autism at Kingwood, Baptist House



Address: Autism at Kingwood, Baptist House, 129 Broadway, Didcot, OX11 8XD

- Our Didcot office is located in Baptist House, on Broadway. We share this building with a number of other organisations but you won't need to go to the other parts of the building.
- Our area, Autism at Kingwood, is used for assessments, meetings, administrative work and staff training.
- On Google Maps, the building is called **Baptist Union of Great Britain**.





Who you might see

- Workers from the other organisations in the building
- Support workers and employees of Autism at Kingwood
- Other visitors to the building
- To the right are pictured the ladies who may be on reception when you arrive.



Fire Alarms

- Fire alarm tests are very unusual during appointments, and if there is one planned you will be informed before it happens.
- The fire alarm is very loud.
- You can wear ear defenders if you wish.
- If the alarm goes off during your visit, a staff member will direct you.
- The fire assembly point is in the car park at the rear of the building— if you would like to be shown the assembly point in person before the appointment starts, a member of staff from Kingwood will be happy to show it to you.
- If there is a fire alarm, there will be lots of people at the assembly point.
- A member of staff may ask your name to check that you have left the building
- There may be noises such as cars, people talking, and birds.
- The assembly point looks like this:



Toilets

- The toilets are behind the reception area.
- There is one disabled toilet and one smaller toilet—both are unisex.
- If you need the toilet at any time a member of staff will be happy to direct you.



Contact Us

If you need to ask any questions or tell us anything in advance of your visit you can contact us in the following ways:

- Call us on 01235 359388. One of the Kingwood administrators will answer the phone, and they will be happy to take a message or pass you on to the right person.
- Email us on referral@kingwood.org.uk. Someone will get back to you as soon as possible to let you know your message has been received or to answer any questions you might have.
- If you have any suggestions on how we can make things better for people visiting Autism at Kingwood please let us know.

2. How do you get here?

By Bus

- There are bus stops near Baptist House, where the following buses stop:
X2, X32, X33, 33, 91, 92, 93, 94, 94S, 97, 98, 98A, BB1, BB1A, BB1B, BB4, D1, D2, Milton Park Shuttle
- The closest stop is **The Orchard Centre**

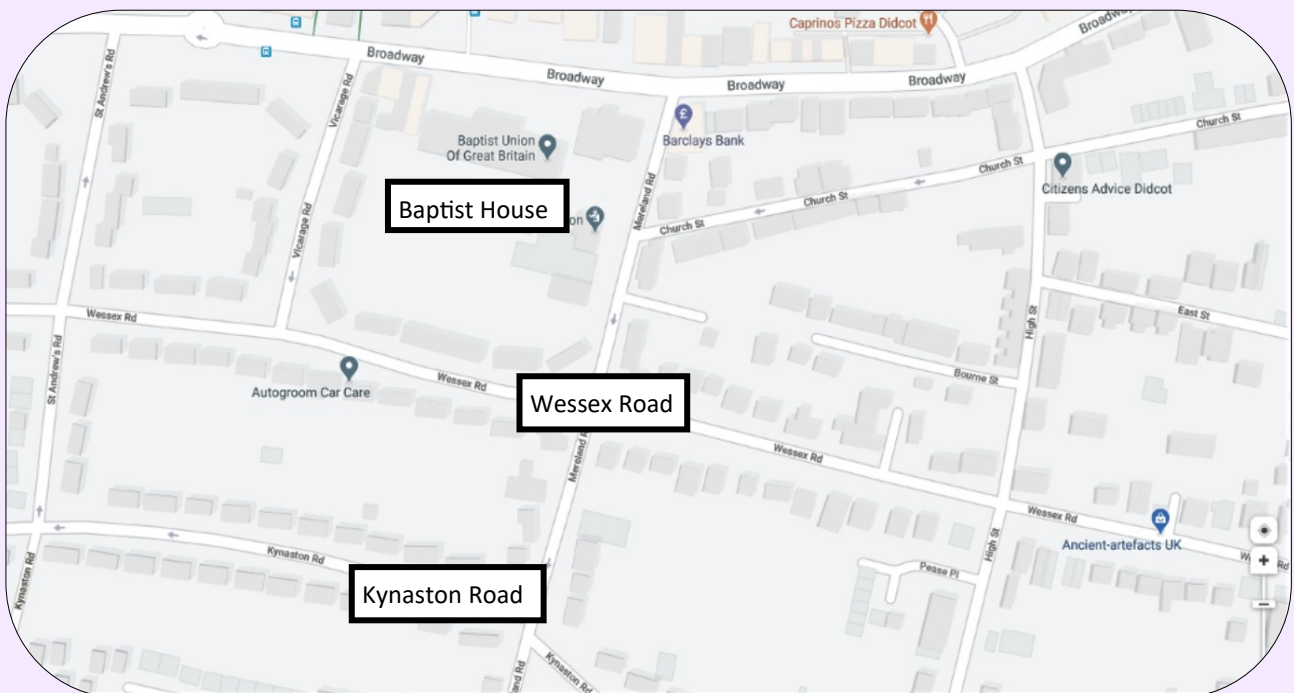
By Train

- Baptist House is about a 10 minute walk from **Didcot Parkway train Station**
- The station is also a **2 bus stop** journey from Baptist House by the **X32** or **33** bus.



By Car

- There is car parking at the Orchard Centre (maximum 4 hours) off Station Road (a 5 minute walk).
- Off street car parking is usually available nearby in Wessex Road and Kynaston Road.



By Cycling

- There is a bike rack that you can lock your bike to.
- You will have to bring your own bike lock, as we do not have any spare.



[Return to Contents](#)

3. Arrival

- You will see the building with the sign saying Baptist House.
- You can go up the steps, or up the sloped path to the left if you prefer.
- The building is on a main road, so the traffic will probably be loud.
- The outer front door is a pull door. It is quite heavy.
- The inner front door will be electronically locked and will have to be released by a receptionist. Once it is released it also need to be pulled.
- The doors are glass so the receptionist will see you coming. They often release the door before you even get to it.
- If you have a disability affecting your mobility, you are welcome to use the back door which has automatic opening facilities.



Reception

- Reception is inside the front door
- The receptionist on the desk may be one of these ladies:



Signing in

- It is important that you are signed into the building so that the building manager knows who is in the building in the event of an emergency.
- The receptionist will ask your name and what the purpose of your visit is.
- You will be asked to enter your details onto a Visitor Pass, and given a lanyard to put it in—you will need to wear this while you are visiting.
- The receptionist will also put this information in the visitors' book.

Visitor Passes



Visitors Book and lanyard

4. Preparing to be seen

- The receptionist will call the OAADSS office to let us know you have arrived—however even if you arrive exactly on time it may be a few minutes before we are ready for you. While you are waiting, the receptionist will invite you to sit in this waiting area:



- Once we are ready for you, someone will come to the waiting area to find you, and ask you to follow them through to the meeting rooms.

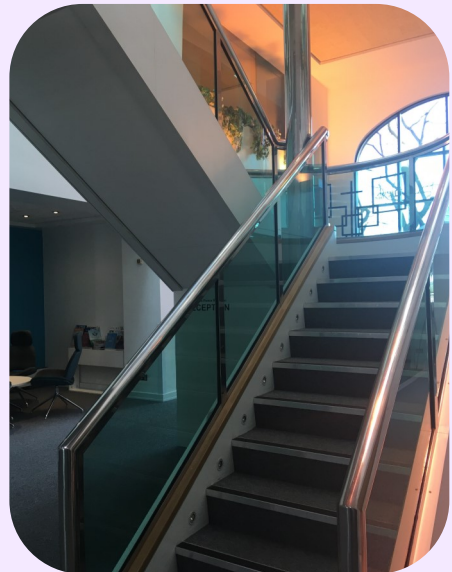
4. Inside the building

- Below are some pictures to show you where you will be taken once you leave the reception area. You won't need to remember this as someone will show you the way.



Past the reception desk

Past these stairs—you won't need to go up them as the office is on the ground floor



Turn left, then down this corridor, and through the double doors



Straight ahead to the end of this corridor

Past these sofas



Through this door into the OAADSS office



Through this office room—the meeting rooms are on the right hand side.



The Meeting Rooms



- There are two rooms where meetings are held and assessments are carried out; we call these the “consultation rooms”.
- They are quite soundproof and have big windows with blinds that can be open or closed. There are some pictures of the rooms below.
- Furniture might be in different places on your visit
- You may hear voices of people talking in other rooms, but you won’t be able to hear what they are saying, and they won’t be able to hear what you are saying.



Consultation Room 1



Consultation Room 2

5. Things you may see

- Desks
- Computers
- Office printer
- Other office equipment
- Filing cabinets
- Notice board
- Kitchen area
- People working in the office
- Fire extinguisher
- Bookshelf
- Brightly coloured chairs



6. Things you may hear

- Doors opening and closing
- The radio playing music
- Telephones ringing
- Chairs moving
- Printer printing
- People talking/laughing
- People typing/writing notes on paper
- Desk fans/air conditioning
- Kettle boiling
- Car noises outside
- Microwave
- Ruffling of papers
- Drawers opening/closing
- Birds singing outside

7. Things you may smell

- Food smells
- Perfume and aftershave
- Smells from outside, such as car fumes
- Shampoo
- Hand sanitizer
- Cleaning products
- Coffee/tea
- Printer ink

8. Getting food nearby

- If your visit is a long one, such as a diagnostic assessment, there may be a break for you to have some lunch. You may want to bring food with you, but there are also some shops nearby where you can get something to eat, including:

Sainsbury's



Boswell's Cafe



Sal's Snack Bar



The Sandwich Shop

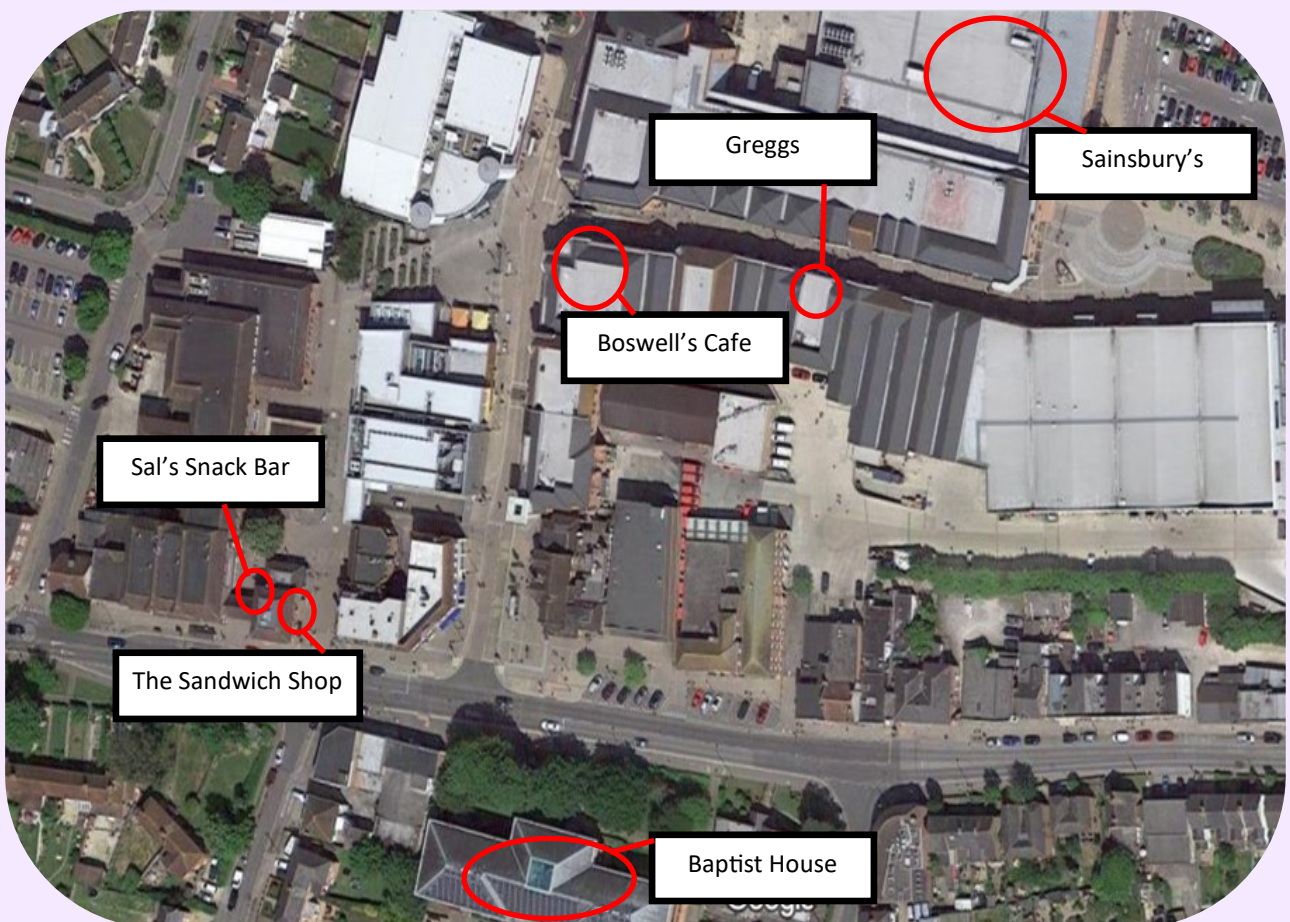


Greggs



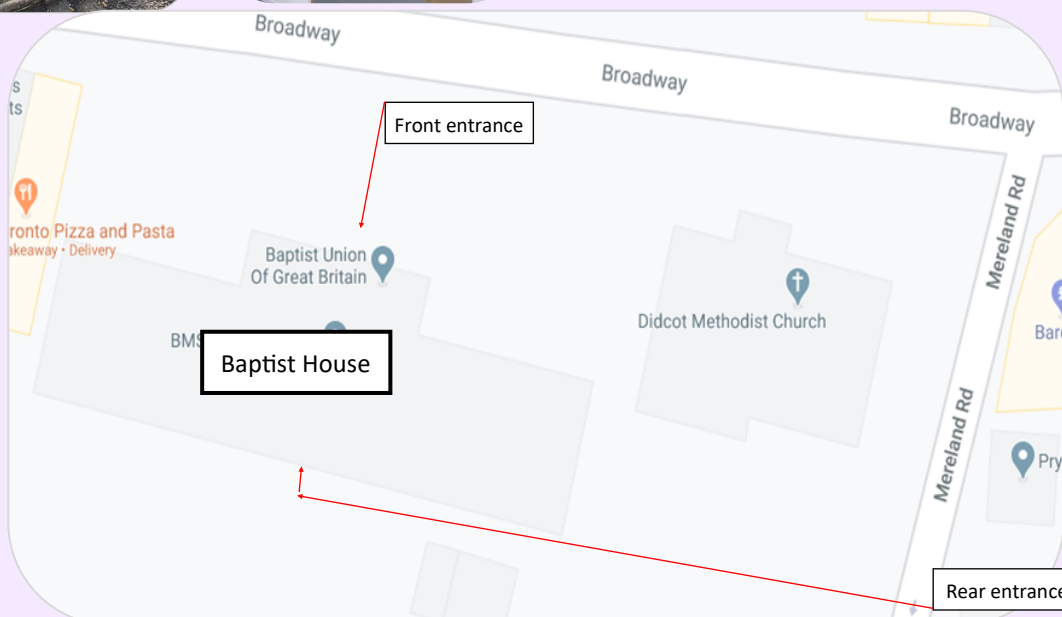
[Return to Contents](#)

On a map



9. Accessibility

- There is unfortunately no disabled parking available on-site—however there are several places nearby with disabled parking. You can find out more at <https://bluebadgeparking.com>
- There is a disabled access toilet.
- The rear entrance, which can be accessed from Mereland Road, has the best wheelchair access—please see the map below.
- Although the front entrance has steps leading up to it, both the front and rear entrances have step-free access.
- If you have any disability needs, please contact us before your visit to let us know how we can accommodate you
- Some people have hidden disabilities. Please tell us if we can support you.



10. Leaving

- At the end of your visit, a member of staff will inform you what to expect next.
- When leaving Baptist House, you will be directed to the exit and accompanied by a member of staff.
- You will then leave through the front doors—the electronic lock on the inner door will unlock automatically when you approach it, and the outer door will not be locked. You will need to push both doors.
- If you are a wheelchair user you are welcome to use the rear door which has automatic opening facilities—the inner door opens automatically, and the outer door opens when you press the button. Please make the member of staff with you aware that you would like to leave through the rear door.

We look forward to your visit!

Autism at Kingwood, Baptist House, 129 Broadway, Didcot,
Oxfordshire, OX11 8XD

Tel: 01235 359388

Email: referral@kingwood.org.uk