

Ty Hywel

Tŷ Hywel is the office building where Assembly Members and staff of the National Assembly for Wales are based. You can only come to this building if you have been invited to a meeting or event.

Visitors enter the building through the glass box at the front of the building, using the automatic sliding glass doors.

The building can be busy and noisy. If you or someone with you finds it difficult to queue, you can speak to a member of staff to avoid the queues.

If you are planning to visit you can call our Information Line to request support and adjustments. The Information Line can be contacted on 0845 010 5500 or on 01492 523 200.

Reception

There is a reception desk where you can ask staff for information. They will ask who you are and who you have come to meet. They will give you a pass that you must wear around your neck at all times. They will tell you where to go. There is a loop system here for deaf people who use a hearing aid.

Security

After you have been to the reception you will have to go through security. There may also be a police officer at the security desk. You will be asked to empty your pockets into a tray, take off your coat and put your bag through the scanner machine. Your belongings will be returned to you on the other side of the scanner. You are not allowed to bring some items, such as knives, guns or scissors into the building. Such items will be taken off you and, if appropriate, will be returned to you as you leave the building.

You will be asked to walk through an arch. This might beep if you have anything made of metal. If it beeps, you will be asked to stand on a special mat where a member of our security team will wave a wand around your body to see what made the arch beep. The wand will not touch your body.

If you or someone with you has autism, you can ask for the beep to be switched off.

Milling area

This area can be very busy and noisy. There are toilet facilities here. You can speak to a member of staff if you need a larger accessible toilet.

Siambwr Hywel

This area is used by school groups for debates. A member of staff will tell you where to go. It is a large room and can be busy and noisy. There is a loop system in the room.

Other events or meetings

If you have come to a meeting or event, a member of staff will take you to the room where the meeting will be held. All of our meeting rooms have a loop system for deaf people who use a hearing aid.



Alarms

Every Monday at 9.00 we test the fire alarm. It is very loud. If the fire alarm sounds at any other time you will need to leave the building. A member of staff will tell you where to go.

Every Tuesday and Wednesday at 13.25 and 13.30, there is a bell to tell Assembly Members to go to the Senedd. It is very loud and could cause distress.

Quiet space

If you need a quiet space, you can ask our receptionist for somewhere to go.

