

# Access guide to visitor attractions in Dudley borough



## **Introduction**

This access guide is for people with physical and sensory impairments who wish to know more about access and facilities at visitor attractions in Dudley borough.

It will help people determine which visitor attractions are best suited to their individual needs and which facilities can be used.

Should you have any specific queries, please contact the attractions directly.

**A large print format is available contact 01384 817611 or email [tourism@dudley.gov.uk](mailto:tourism@dudley.gov.uk)**

## Key to symbols

	Parking
	Level access
	Stepped access
	Ramped access
	Sympathetic to people with hearing impairments
	Sympathetic to people with visual impairments
	Induction loop system
	Disabled persons parking
	Lift
	Disabled persons WC
	Assistance dogs

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# Black Country Living Museum

Tipton Road, Dudley DY1 4SQ

Telephone: 0121 557 9643

Website: [www.bclm.com](http://www.bclm.com)

Admission charges apply



## Opening hours

January - March

Wed - Sun 10am - 4pm.

April - October

Daily 10am - 5pm.

November - December

Wed - Sun 10am - 4pm.

A free access guide is available on our website [www.bclm.com/access](http://www.bclm.com/access)



### Parking:

Eight designated disabled car parking spaces



### Accessible toilets:

There are adapted accessible toilets in the following locations:

- Next to the café in the entrance building
- At the top of the ramp in the entrance building
- The Brook Centre
- In the Workers' Institute Cafe
- The rear of the Bottle & Glass Inn - this toilet requires access with a RADAR key, available on request in the pub



### Assistance dogs:

Assistance dogs are welcome throughout the site. Water bowls are available at the Workers' Institute Café and Bottle & Glass Inn entrance.

### Transport:

An adapted vehicle, "DORIS", is available to transport disabled visitors between the entrance buildings and the village. DORIS has tail lift to enable wheelchair users and visitors with mobility impairments to use the vehicle. If you require this service please contact the bookings team. Tel: 0121 557 9643 or email: [bookings@bclm.com](mailto:bookings@bclm.com)



### Wheelchair access:

Wheelchair access is available on the site with some areas on an incline and uneven surfaces. There is stepped access to many of the shop entrances. Portable ramps are available to allow access to shops and buildings. A free manual wheelchair hire service is available.



**Induction loop:** Located in The Brook Centre and in the main visitor admissions building.

### General information

To help you make the most of your visit you can download information sheets from the museum website. These are especially useful for deaf, deafened and hard of hearing visitors.

# The Blackcountryman Canal Trips

Canal Company Office, 2 Canal Street, Stourbridge DY8 4LU

Telephone: 01384 375912

Website: [www.canalboattripsstourbridge.co.uk](http://www.canalboattripsstourbridge.co.uk)



## Opening hours

April to October, monthly trips run on selected Sunday's leaving at 2.30pm

Bank Holiday Mondays, all day cruise 10am to 5.30pm



### **Parking:**

Three undesignated disabled car parking spaces and five disabled undesignated street spaces.



### **Approach onto boat:**

There are four steps leading down onto the boat.

### **Internal circulation:**

There is sufficient space for wheelchair access.



### **Accessible toilets:**

There is a unisex accessible toilet on board the boat.

# The Bonded Warehouse

2 Canal Street, Stourbridge DY8 4LU

Telephone: 01384 395216

Website: [www.thebondedwarehousestourbridge.co.uk](http://www.thebondedwarehousestourbridge.co.uk)



## **Parking:**

Three undesignated disabled car parking spaces and five disabled undesignated street spaces available.



## **Approach to entrance:**

There is a stepped approach to the main entrance.



## **Internal circulation:**

There is wheelchair access on the ground floor, once inside the building. There is stepped access from the ground floor to the first floor.



## **Accessible toilets:**

Male and female toilets on ground floor and second floor. Accessible toilets on ground floor only.

## **General information:**

There is no lift access to the second floor. Please refer to the website to obtain contact details for events and activities.

# Dudley Canal & Tunnel Trust

501 Birmingham New Road, Dudley DY1 4SB

Telephone: 0121 557 6265

Website: [www.dudleycanaltrust.org.uk](http://www.dudleycanaltrust.org.uk)

Admission charges apply









## Opening hours

March to October: Daily 10am to 5pm. Last boat 4pm.

November to February: Daily 10am to 4pm. Last boat 3pm.

December: Please call for Christmas and New Year closing.

- |   |                              |   |
|---|------------------------------|---|
|  | <b>Parking:</b>              | Accessible parking spaces are located close to the Portal main entrance.  |
|  | <b>Approach to entrance</b>  | A level entrance for wheelchair users is available at the main entrance.  |
|  | <b>Internal circulation:</b> | The lower ground floor is accessible via a lift.  |
|  | <b>Accessible toilets:</b>   | There are three accessible toilets on site. Two on the ground floor, one on the lower ground floor.   |
|  | <b>Wheelchair access:</b>    | A wheelchair lift onto the boat is available.   |
|  | <b>General information:</b>  | The 45 minute boat tour is available in a readable format for people with hearing impairment. There is a skipper guided tour for the visually impaired. |



# Dudley Museum & Art Gallery

St James's Road, Dudley DY1 1HU

Telephone: 01384 815575

Website: [www.dudley.gov.uk/see-and-do/museums/](http://www.dudley.gov.uk/see-and-do/museums/)







Free admission



## Opening hours

Monday to Saturday, 10am to 4pm

Sunday closed

-  **Parking:** There is undesignated on street car parking subject to one hour waiting restriction outside the Museum on St James's Road.
-  **Toilets:** There are two standard toilets, one disabled toilet available on the ground floor (via a platform lift).
-  **Entrance:** The main entrance is located on Priory Street where there is ramped access with handrail.
-  **Internal circulation:** Steps and handrails.
-  **Lift:** There is a lift with access available throughout the museum except to the education room on the mezzanine level. A platform lift also serves ground floor and upper ground floor.
-  **Induction loop:** Located at reception and in education room.
- General information:** All exhibitions include large print descriptions.

# Dudley Zoological Gardens

Castle Hill, Dudley DY1 4QF

Telephone: 0844 474 2272

Website: [www.dudleyzoo.org.uk](http://www.dudleyzoo.org.uk)

Admission charges apply



## Opening hours

Office: Monday to Friday, 9am to 5pm (answer machine out of hours)

Zoo: Easter to September, 10am to 4pm

September to Easter, 10am to 3pm

Closed Christmas Day



### **Parking:**

Accessible car parking is available close to the main entrance. Visitors can be dropped off near the main entrance by vehicle. For SAT NAV use postcode DY1 4SQ.



### **Accessible toilets:**

Four accessible toilets are located around the site.



### **Approach to entrance:**

Level entrance for wheelchairs is available at main entrance.



### **Internal circulation:**

The site is very hilly and certain paths are unsuitable for circulation: wheelchair access. A land train runs in the main season from April to September providing access to the top and bottom of the zoo. Please telephone first to check availability.

### **General information:**

Accessible and baby changing facilities are available around the site. For pre-bookable tours for special needs groups call 0844 474 2272. Manual wheelchair and mobility scooter hire is available. Deposit required and can be pre-booked by calling 0844 474 2272.

## Himley Hall

Himley Hall & Park, Himley, Nr. Dudley DY3 4DF

Telephone: 01384 817817

Website: [www.dudley.gov.uk/see-and-do/himley-hall/](http://www.dudley.gov.uk/see-and-do/himley-hall/)



### Opening hours

The park is open every day of the year and closes at dusk.

Hall: April to early September, Tuesday to Sunday, 2pm to 5pm  
Bank holiday Monday, 2pm to 5pm

Office: Monday to Friday 9am - 5pm

- |   |                               |  |
|---|-------------------------------|--|
|  | <b>Parking:</b>               | Two designated car parking spaces are available in the hall courtyard.   |
|  | <b>Accessible toilets:</b>    | An accessible toilet is located on the ground floor in the public area. There is an additional toilet adjacent to the hall at the side of the laundry block.                                 |
|  | <b>Approach to entrance:</b>  | The hall courtyard parking is immediately adjacent to the hall.  |
|  | <b>Internal circulation:</b>  | The hall is fully wheelchair accessible to all the ground floor rooms for both exhibitions and conferences. There is also wheelchair access along the terrace to view the parkland and lake. |
|  | <b>Induction circulation:</b> | Induction loops have been installed in several of the conference/function rooms.   |

# Netherton Arts Centre

Northfield Road, Netherton DY2 9ER

Telephone: 01384 812846



## Opening hours

Opening times vary depending on the performance and events.



### **Parking:**

There is joint use of the Savoy car park which has four disabled car parking spaces.



### **Accessible toilets:**

An accessible toilet is located on the ground floor in the public areas.



### **Approach to entrance:**

Entrance one is on Northfield Road and is the main disabled entrance/exit. This has an accessible wheelchair access door with level entrance and electronic doors in operation for public events.



Entrance two is the centre's main doors. There is one step to the entrance that opens inward to the stepped lobby.



Entrance three is the Netherton Arts Centre on the lower ground floor. There is a level entrance and the door opens inward and then there are three steps up into the main building.



### **Internal circulation:**

The lower ground floor corridor to the ground floor can be reached via two stepped staircases accessing a meeting room with four steps and handrails. The ground floor to the upper ground floor has steps with handrails. The ground floor to the balcony has steps with handrails.



### **Induction loop:**

Fitted in main hall.

# Red House Glass Cone

High Street, Wordsley, Stourbridge DY8 4AZ

Telephone: 01384 812750

Website: [www.redhousecone.co.uk](http://www.redhousecone.co.uk)



## Opening hours

Office: Monday to Friday, 10am to 3pm.

Saturday & Sunday 11am to 4pm.



### **Parking:**

Two designated parking spaces are available on the car park opposite the Red House Glass Cone.



### **Accessible toilets:**

An accessible toilet is situated on the ground floor.



### **Approach to entrance:**

The visitor centre, courtyard studios, canal side and hot glass studio are all accessible for wheelchair users.



### **Internal circulation:**

There is a lift inside the cone to gain access to the upper floor gallery. The floor is uneven inside the Cone and around the site.

# Ruskin Glass Centre

Wollaston Road, Amblecote, Stourbridge DY8 4HF

Telephone: 01384 399419


Website: [www.ruskinglasscentre.co.uk](http://www.ruskinglasscentre.co.uk)





## Opening hours


Monday to Saturday, 9am to 5pm

Office: Monday to Friday, 9am to 5pm

**P**  **Parking:** Designated parking spaces available on a large car park at the entrance to the site.

 **Accessible toilets:** There is an accessible toilet located within the centre.

 **Approach to entrance:** There are stairs up to the main Ruskin Glass Centre entrance with a wheelchair lift fitted. There are also two other entrances via slopes adjacent to the building.

 **Internal circulation:** There is wheelchair access throughout the site, including the cafe. There are slight threshold steps into a small number of units.

## Webb Corbett Visitor Centre

Wollaston Road, Amblecote, Stourbridge DY8 4HF

Telephone: 01384 399419

Website: [www.ruskinglasscentre.co.uk](http://www.ruskinglasscentre.co.uk)


Free admission





### Opening hours

Tuesday to Saturday, 10am to 3pm

General reception centre Monday to Friday 9am to 5pm

**P**  **Parking:** Designated parking spaces available on a large car park at the entrance to the site.

 **Accessible toilets:** There is an accessible toilet within the Ruskin Glass Centre.

 **Approach to entrance:** Access can be gained directly from the main road or going through the Glasshouse College grounds which will include a walk up a slight incline. There is wheelchair access throughout the site, including the café situated in the Ruskin Glass centre. There are slight threshold steps into a small number of onsite units.

## Fens Pools Local Nature Reserve

Wardens Office, Dell Stadium, off Pensnett Road, Dudley DY5 4NE

Telephone: 01384 812780

Website: [www.dudley.gov.uk/resident/environment/countryside](http://www.dudley.gov.uk/resident/environment/countryside)



### Opening hours

The nature reserve is open to the public at all times

Office: 8.30am to 4.30pm by appointment only



#### **Parking:**

There is undesignated parking adjacent to the office.



#### **Accessible toilets:**

There are two accessible toilets available in the wardens' base (not always open).



#### **Approach to entrance:**

There is a flight of four steps at the entrance, but there is wheelchair access around the building to the main entrance.



#### **Internal circulation:**

Ground floor only.

#### **General information:**

There are steep slopes and steps around the nature reserve.



## The Leasowes Historic Landscape

Wardens Base, The Leasowes, off Mucklow Hill, Halesowen B62 8DH

Telephone: 01384 814642






Website: [www.dudley.gov.uk/resident/environment/countryside](http://www.dudley.gov.uk/resident/environment/countryside)



### Opening hours

The Leasowes is open to the public at all times

Visitor centre: 9am to 4pm subject to warden's duties

- |   |                              |   |
|---|------------------------------|---|
|  | <b>Parking:</b>              | Undesignated parking available adjacent to the warden's base.   |
|  | <b>Accessible toilets:</b>   | There is one unisex accessible toilet located within the warden's base (not always open).   |
|  | <b>Approach to entrance:</b> | There is a flight of four steps to the entrance, but there is wheelchair access via a concrete ramp. The main entrance has a double door that opens outwards. |
|  |                              |   |
|  | <b>Internal information:</b> | Ground floor only, reception counter.   |

## Saltwells Local Nature Reserve

Saltwells Nature Reserve, off Saltwells Lane, Quarry Bank, Dudley DY5 1AX

Telephone: 01384 812795

Website: [www.dudley.gov.uk/resident/environment/countryside](http://www.dudley.gov.uk/resident/environment/countryside)



### Opening hours

The nature reserve is open to the public at all times



#### **Parking:**

There is a tarmac car park off Saltwells Lane, Quarry Bank Dudley DY5 1AX.



#### **Approach to entrance:**

There is a level approach with well drained paths, accessible by wheelchair around certain parts of Saltwells Wood. Many entrances have RADAR Key access features.



#### **Reserve:**

Some areas of the reserve are hilly and prone to mud. Certain side paths have steps.

#### **General information:**

There are no toilet facilities available on the nature reserve. The nearest facilities are located within Saltwells Inn Public House next to the car park.

# Wren's Nest National Nature Reserve

off Wren's Hill Road, Dudley DY1 3SB

Telephone: 01384 812785

Website: [www.dudley.gov.uk/resident/environment/countryside](http://www.dudley.gov.uk/resident/environment/countryside)



## Opening hours

The nature reserve is open to the public at all times. Pre-booking is essential for warden led tours.

**P** **Parking:** Available week days, not including Bank Holidays, from 9am to 4pm on Wren's Hill Road car park. Adjacent to the Caves public house. One disabled parking space is allocated.

**Approach to entrance:** Off Wren's Hill Road.



**General information:** Radar gates and accessible entrance points provide access to the Seven Sisters and Quarry areas of the reserve are available adjacent to the car park and the Caves public house. There are no toilet facilities available on the nature reserve. There are steep slopes and steps around the site.

## Brierley Hill Civic Hall

Bank Street, Brierley Hill DY5 3DH

Telephone: 01384 815577 (Bookings)

01384 812730 (Civic Hall)

Website: [www.dudley.gov.uk/entertainment](http://www.dudley.gov.uk/entertainment)



### Opening hours

Opening hours vary



#### **Parking:**

There is limited parking for blue badge holders available in the Civic Hall car park within 10 metres of the entrance. This must be arranged prior to your visit with the hall supervisor.



#### **Accessible toilets:**

An accessible toilet is located on the ground floor.



#### **Approach to entrance:**

Located to the side of the main entrance is a level ramp.



#### **Internal circulation:**

There is level access on the ground floor. There is stepped access from the ground floor to the first floor.



#### **General information:**

An induction loop is positioned in the lounge bar. An infra-red hearing system is available in the auditorium. Free neck loops and headsets are available.

# Dudley Town Hall

St. James's Road, Dudley DY1 1HP

Telephone: 01384 815508 (Curators)/01384 815577 (Bookings)  
01384 812812 (Box Office)

Website: [www.dudley.gov.uk/entertainment](http://www.dudley.gov.uk/entertainment)



## Opening hours

Opening hours vary



### Parking:

There is designated disabled on street car parking outside the Town Hall.



### Accessible toilets:

An accessible toilet is located on the ground floor.



### Approach to entrance:

Located at the right hand side of the building is a level ramped entrance.



### Internal circulation:

There is level access on the ground floor. There is stepped access from the ground floor to the first floor and from the first floor and to the second floor. No lift access to the balcony.



### General information:

There is an induction loop fitted in the banqueting suite and an infra-red system fitted in the main hall.

# Cornbow Hall

10 Hagley Street, Halesowen, West Midlands B63 3AT







Telephone: 01384 812814 / 01384 812960  
01384 812812 (Box Office)

Website: [www.dudley.gov.uk/entertainment](http://www.dudley.gov.uk/entertainment)



## Opening hours

Opening hours vary

- P**  **Parking:** Level 1A of the multi-storey car park has direct access to the Cornbow Hall and there are four disabled bays.
-  **Accessible toilets:** An accessible toilet is located in reception.
-  **Approach to entrance:** Entrance from main door has two flights of stairs.
-  **Alternative accessible:** Entrance located at the side of the building by prior arrangement with the caretaker.
-  **Internal circulation:** Rooms are all on the same floor except the stage which has four steps.
-  **General information:** There is an induction loop system installed in auditorium and the green room.

# Stourbridge Hall

Crown Centre, Stourbridge DY8 1YE

Telephone: 01384 812960 (Bookings)  
01384 812956 (Hall supervisor)


Website: [www.dudley.gov.uk/entertainment](http://www.dudley.gov.uk/entertainment)



## Opening hours


Opening hours vary


**P** **Parking:** Limited parking on surrounding streets.  
The Ryemarket multi-storey car park open daily 7am-7pm.  
Available after 8.30pm, Monday to Saturday and after 5pm on Sundays by prior agreement only.  
Church Street long stay car park, open 24/7.  
Birmingham Street long stay car park, open 24/7.

 **Accessible toilets:** Accessible toilet located on the ground floor and first floor.


 **Approach to entrance:** Level entrance.


 **Lobby:** Ramped lobby.

 **Alternative access:** Located at the side of the building (by prior arrangement with hall supervisor).

 **Internal circulation:** There is level access on the ground floor, stepped access from ground floor to basement, stepped access from ground floor to first floor and from first floor to balcony.



 **Lift:** Lift access from the ground floor to the first floor.

 **General information:** There is an induction loop system installed and an infra-red hearing system within the auditorium.

# intu Merry Hill

Brierley Hill, West Midlands DY5 1QX

Telephone: 01384 487960

Website: <http://intu.co.uk/merryhill/>



## Opening hours

Monday to Friday, 9am to 9pm

Saturday, 9am to 7pm

Sunday, 11am to 5pm

Bank Holiday 10am to 6pm

Individual store openings may vary. Check for Christmas opening hours.



### **Parking:**

Designated disabled car park spaces can be found in each of our six colour-coded car parks. We have over 350 designated disabled parking spaces around the centre.



### **Accessible toilets:**

Upper mall in Eat Central, by Debenhams, BHS and the Post Office.  
Lower mall near McDonald's and Debenham's.



### **Approach to entrance:**

Level entrance for wheelchair access. Both static doors and electric doors with disabled speed control.



### **Internal circulation:**

Level entrance for lower and upper levels with lift access.

### **General information:**

Pushchairs can be hired from our Customer Service desk on the Lower Mall near Boots. Children must be under 3 years of age. A form of photographic ID with your address information is required. Call Customer Service Team on 01384 487978 to check availability before your visit.

Kiddy cars can be hired from our Customer Service desk on the Lower Mall near Boots. Age and weight restrictions apply. A form of ID with your address information is required.



Shopmobility: Whether you need a powered wheelchair or a mobility scooter you can visit the mobility centre seven days a week. All equipment hire at the Age UK Mobility Centre requires proof of ID and proof of address. For further information on the Shopmobility service call 01384 267007.

**Parent and baby rooms:**

Our dedicated parent and baby rooms are both located on the Upper Mall, one near Sainsbury's and one in the food court at Eat Central. We also have changing rooms located at the toilet facilities near ASDA on the Lower Mall.

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## **Shopmobility**

There are no shopmobility schemes in Dudley, Brierley Hill, Halesowen or Stourbridge town centres.

## **Additional information**

If you require any additional information to be included within this guide, please contact Dudley Council Plus on 0300 555 2345 or email [tourism@dudley.gov.uk](mailto:tourism@dudley.gov.uk). Access guides on the town centres are available free from all public libraries and other key council buildings. Access in Dudley information is available online at [www.dudley.gov.uk](http://www.dudley.gov.uk)

## **Disclaimer**

Every effort has been made to check the details included in this guide. Dudley Council cannot guarantee the accuracy of the details included and accepts no responsibility.

Should you have any comments about this guide please e-mail **[tourism@dudley.gov.uk](mailto:tourism@dudley.gov.uk)** or call Dudley Council Plus on **0300 555 2345**

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