

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

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

Contents

Introduction	1
Key to symbols	2
Contents	3
Black Country Living Museum	4
Dudley Canal & Caverns	5
Dudley Museum at The Archives	6
Dudley Zoo & Castle	7
Himley Hall & Park	8
Red House Glass Cone	9
Ruskin Glass Centre	10
Glasshouse Heritage Centre	11
Stourbridge Glass Museum	12
The Lace Guild	13
Fens Pools Local Nature Reserve	14
The Leasowes Historic Landscape	15
Saltwells National Nature Reserve	16
Wren's Nest National Nature Reserve	17
Brierley Hill Civic	18
Dudley Town Hall	19
Halesowen Town Hall	20
Stourbridge Town Hall	21
Merry Hill	22/23
Shopmobility	23
Additional information	23

Black Country Living Museum

Discovery Way
Dudley DY1 4AL

Telephone: 0121 557 9643

Website: www.bclm.com

Admission charges apply

Opening hours

Seasonal openings - check the website.



Parking:

15 designated disabled parking bays in the main car park. Should the main car park be full, staff will be on hand to direct visitors to the secondary designated disabled parking bays in our overflow car park (16 bays available, equivalent distance from Visitor Centre).



Accessible toilets:

There are adapted accessible toilets in the following locations:

Several accessible toilets located in the Visitor Centre

In the Workers' Institute and Cafe

Two in the Elephant & Castle Pub - one downstairs, one upstairs (accessible via a lift - please speak to staff for lift access)

A changing places toilet is available at Brook Entrance (opposite the Visitor Centre).



Assistance dogs:

Assistance dogs are welcome throughout the site. Water bowls are available at the Trap Shop.

Transport:

An adapted vehicle, "DORIS", is available to transport disabled visitors between the entrance buildings and the village. DORIS has a tail lift to enable wheelchair users to use the vehicle. If you require this service please telephone the Duty Manager: 07788 666161.



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 many of the shops and buildings.



Induction loop: Located in the Visitor Centre, in the cafe and shop.

General information

Take a look at the museum website to help you make the most of your visit. Visit bclm.com/access for pre-visit information, including accessible toilets, wheelchair and mobility scooter access, and places to eat and drink.

The Museum runs specialist deaf-friendly and audio described tours once a month. For more information about these tours visit www.bclm.com/access

Dudley Canal & Caverns

501 Birmingham New Road, Dudley DY1 4SB

Telephone: 0121 557 6265

Website: www.dudleycanaltrust.org.uk

Admission charges apply









Opening hours

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

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

December: Please call for Christmas and New Year closing

- | | | |
|---|------------------------------|---|
|  | Parking: | Accessible parking spaces are located close to the Portal main entrance. |
|  | Approach to entrance: | A level entrance for wheelchair users is available at the main entrance. |
|  | Internal circulation: | The lower ground floor is accessible via a lift. |
|  | Accessible toilets: | There are three accessible toilets on site. Two on the ground floor, one on the lower ground floor. |
|  | Wheelchair access: | A wheelchair lift onto the boat is available. |
|  | General information: | 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 at the Archives

Tipton Road, Dudley DY1 4SQ

Telephone: 01384 812770






Website: www.dudley.gov.uk/see-and-do/museums



Opening hours

Open Thursday to Saturday 10am to 4pm.

Open for pre-booked schools and groups only on Tuesday and Wednesday.

-  **Parking:** Twenty seven designated parking spaces are available on the car park with four designated disabled parking spaces.
-  **Approach to entrance:** There is a level access to the main entrance. There is an alternative flight of three steps and an alternative slight ramp.
-  **Internal circulation:** The Ground floor is level and access to the first floor where the Museum is situated is accessed by two flights of steps or there is a lift to all floors.
-  **Accessible toilets:** There are three accessible toilets located within the building.
-  **Induction loop:** Fitted in the ground floor meeting room of Archives.
- Additional information:** A 3D Virtual Guide is available on the website

Dudley Zoo and Castle

Castle Hill, Dudley DY1 4QF

Telephone: 01384 215313

Website: 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 5.30pm (last admission 3pm)

September to Easter 10am to 4.30pm (last admission 2pm)

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 4AL.



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 wheelchair access. Alternative accessible routes are available. A land train runs throughout the year 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. Manual wheelchair and mobility scooter hire is available. Deposit required and can be pre-booked by calling 01384 215313.

Himley Hall

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

Telephone: 01384 817817

Website: www.himleyhallandpark.co.uk



Opening hours

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

Hall: Please check our website for South Wing lounge and gallery opening times.

Office: Monday to Friday 9am to 5pm

- | | | |
|---|-------------------------------|--|
|  | Parking: | Two designated car parking spaces are available in the hall courtyard. |
|  | Accessible toilets: | 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. |
|  | Approach to entrance: | The hall courtyard parking is immediately adjacent to the hall. |
|  | Internal circulation: | 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. |
|  | Induction circulation: | Induction loops have been installed in several of the conference/function rooms. |

Red House Glass Cone

High Street, Wordsley, Stourbridge DY8 4AZ

Telephone: 01384 812750


Website: www.dudley.gov.uk/see-and-do/museums





Opening hours


Office: Monday to Friday 10am to 3pm

Saturday & Sunday 11am to 4pm

P  **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 and canal side are all accessible for wheelchair users. There is a portable ramp available for access to the Coffee House. The Coffee House is temporarily closed.

 **Internal circulation:** Assistance dogs are welcome on site. Water bowls are provided canal side. There is a lift available to the first floor gallery.

Additional information: A Visual and Virtual Guide is available on the Dudley Council website.

Ruskin Glass Centre

Wollaston Road, Amblecote, Stourbridge DY8 4HF

Telephone: 01384 399419

Website: www.ruskinglasscentre.co.uk



Opening hours

Monday to Saturday 10am to 4pm

Cafe: Monday - coffee and cake served 9am to 4pm, Tuesday to Friday 9am to 4pm hot food served until 2.30pm. Saturday 9am to 3pm hot food served until 2pm.



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.

Ruskin Glass Centre, Glasshouse Heritage Centre

Wollaston Road, Amblecote, Stourbridge DY8 4HF

Telephone: 01384 399419

Website: www.ruskinglasscentre.co.uk

Free admission



Opening hours

Wednesday to Friday 10am to 3pm, Saturdays by appointment



Parking:

Designated parking spaces available on the large car park at the Ruskin Glass Centre. Please note that there is a steep slope which leads from the car park to the main road which allows access to the Heritage Centre.



Accessible toilets:

There is an accessible toilet within the Glasshouse Heritage Centre and the Ruskin Glass Centre.



Approach to entrance:

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.

The Lace Guild

53 The Hollies, Audnam, Stourbridge DY8 4AE

Telephone: 01384 390739

Website: www.laceguild.org





The exhibition room and shop are open to visitors: Wednesday - Friday 10am to 3pm and most Saturdays.


On the first Saturday opening in February, May, August, November we have a lace museum curator on duty to identify and inform about lace bought in e.g. type, origin, care, and storage.


Groups of 5 or more are also asked to contact in advance.

We can arrange special group visits on the open days with notice given, subject to the size of group and availability of volunteers. Please phone The Hollies - the Lace Guild headquarters.

P  **Parking:** We have parking at the back of the Hollies - turn down the street before the building itself on the corner of Junction Road.

 **Level access:** Entrance in the car park is level with the car park. The Lace Guild has recently acquired a grant to lay a path from the front of the building leading to the back entrance which is level and accessible.

 **Accessible toilets:** We have a downstairs WC which is disability friendly.

 **Assistance dogs:** Dogs will be welcome to accompany visitors

At the time of making an appointment, please can you draw our attention to your needs when arranging a visit. We can then make sure there is a place in our small car park and be able to greet you when you arrive.

Stourbridge Glass Museum

High Street, Wordsley, Stourbridge DY8 4AZ

Telephone: 01384 900447

Website: www.stourbridgeglassmuseum.org.uk


Admission charges apply





Opening hours


April to October: Tuesday to Sunday
10.30am to 4.30pm


November to March: Thursday to Saturday
10.30am to 4.30pm

P  **Parking:** There is a car park outside the museum. There are two disabled parking spaces at the rear of the museum.

 **Approach to entrance:** The Museum is fully accessible for visitors with mobility needs. Access at the main entrance is step free and there are no entrance doors.

 **Internal circulation:** The flooring throughout the museum is smooth, plastic coated and non-slip flooring. Lighting in the main entrance is naturally bright. The ticket desk is wheelchair accessible. There are seating areas located around on both floors of the museum. If you require seating and none is available, please speak to a member of staff.

 **Accessible toilets:** There are unisex accessible toilets, plus baby changing facilities.

 **Wheelchair access:** The museum has a lift which has a pull handle.

General information: We use a combination of oral and visual media to communicate our exhibitions and programmes as much as possible. Some parts of the ground floor have low-lighting. There is no background music in the Museum, but some interactives have sound.

All dogs, dogwalkers as well as guide and assistance animals are very welcome within the museum. Drinking bowls are available free of charge from reception.

There are medium size lockers available at the museum. Please ask at reception if you wish to use these.

One personal assistant is permitted free entry to the museum when accompanying a paying visitor (concessionary rate). Due to our adherence to health and safety guidelines, we cannot allow anyone under the age of 16 years to be a personal assistant to another person. We do not allow personal assistants for anybody under the age of 3.

We believe museums are for everyone. However, some people can find visiting new places difficult. We wish to make our museum as accessible and inviting as possible.

Preparing for your visit a few days beforehand can make for a more manageable and enjoyable experience. Therefore, we have created a crystal clear - autism-friendly guide to help young people, teens and adults on the autistic spectrum familiarise themselves with our museum available on the website.

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



Opening hours

The nature reserve is open to the public at all times

Office: 8.30am to 4.30pm by appointment only

- P**  **Parking:** There is undesignated parking adjacent to the office. There is a car park off Blewitt Street with a height barrier in place, this car park is locked in the evening.
-  **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

The Leasowes, off Mucklow Hill, Halesowen B62 8DH

Telephone: 01384 814642

Website: www.dudley.gov.uk/resident/environment/countryside



Opening hours

The Leasowes is open to the public at all times

P  **Parking:** Undesignated parking available 24 hours a day

General information: There are no accessible toilets. The site is quite hilly with some steps. Most footpaths are surfaced and some are wheelchair accessible.

Saltwells National Nature Reserve

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



Telephone: 01384 812795

Website: www.dudley.gov.uk/resident/environment/countryside



Opening hours

The nature reserve is open to the public at all times

- P** **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:** One accessible toilet within the wardens base off the reserve car park, this may not always be open to the general public.

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



Opening hours

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



Parking:

Available week days, not including Bank Holidays, from 9am to 3pm 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. Radar gates may be closed if necessary.

There are no toilet facilities available on the nature reserve. There are steep slopes and steps around the site.

Brierley Hill Civic

Bank Street, Brierley Hill DY5 3DH

Telephone: 01384 573381

Website: www.bhillcivic.co.uk



Opening hours

Opening hours vary



Parking:

Blue badge holders are advised to drop off passengers at the drop off zone 10 metres from the entrance and then park at one of the municipal car parks within 100 metres of the Civic.



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.



Dudley Town Hall

St. James's Road, Dudley DY1 1HP







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

Website: www.boroughhalls.co.uk



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. Wheelchair platform lift available between Dudley Town Hall and Brooke's Bar & Bistro. |
|  | General information: | There is an induction loop fitted in the banqueting suite and an infra-red system fitted in the main hall. |

Halesowen Town Hall

10 Hagley Street, Halesowen, West Midlands B63 3AT








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

Website: www.boroughhalls.co.uk



Opening hours

Opening hours vary

- | | | |
|---|--------------------------------|--|
|  | Parking: | Level 1A of the multi-storey car park has direct access to Halesowen Town 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 curator. |
|  | 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. |
|  | Wheelchair access: | Lift access from the ground floor of Pool Road car park to the first floor entrance of Halesowen Town Hall. |

Stourbridge Town Hall

Crown Centre, Stourbridge DY8 1YE




Telephone: 01384 812960 (Bookings)
01384 812956 (Hall supervisor)
01384 812812 (Box office)

Website: www.boroughhalls.co.uk



Opening hours

Opening hours vary

- P** **Parking:** Limited parking on surrounding streets.
The Ryemarket multi-storey car park open 6.30am to 8.30pm Monday to Friday and 9am to 5pm on Sunday.
Church Street long stay car park, open 24/7.
Birmingham Street long stay car park, open 24/7.
-  **Accessible toilets:** Accessible toilets located on the ground floor and first floor, as well as a Changing Places facility on the ground floor.
-  **Approach to entrance:** Level entrance.
-  **Lobby:** Ramped lobby.
-  **Alternative access:** Located at the rear of the building (by prior arrangement with the Hall).
-  **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 infra-red hearing system within the auditorium.

Merry Hill

Brierley Hill, West Midlands DY5 1QX

Telephone: 01384 487960

Website: www.mymerryhill.co.uk



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 seven numbered car parks. We have over 400 Blue Badge disabled parking spaces around the centre.



Accessible toilets:

Upper mall by Eat Central, near to Five Guys, by Halifax and near to NEXT. Lower mall facilities are near to McDonalds. Each of our toilet locations offer ambulant toilets and these facilities are accessible with a RADAR key. RADAR keys are available to be purchased by debit or credit card from the Customer Service Desk on the Lower mall.

Changing places:

Our adult changing facility is located near to Eat Central and Five Guys and provides a hoist, adult changing table and shaver facility.

Quiet room:

An accessible quiet place that can be used for a number of reasons, maybe some time out from the hustle and bustle or quiet time to pray.



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** Fun Buggies can be hired from our Customer Service Desk located on the Lower Mall. Maximum height recommendation applies. A cash deposit is required with hire charge payable by debit or credit card. Over 60 EV charging bays are located across the site and are chargeable via the providers app.
- Shopmobility:** Services are provided by Simple Life mobility on the Upper mall next to Primark.
- Parent and baby rooms:** Our dedicated parent and baby rooms are both located on the Upper Mall, one near to NEXT and the other near to Eat Central. We also have a baby changing room located at the toilet facility near to Asda.
-

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

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

For further information on inclusivity and access for all in Dudley contact www.accessindudley.org.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** or call Dudley Council Plus on **0300 555 2345**

Produced by Dudley Council June 2024